

MTC TravInfo[®] Contractor

**Call Flow Design and
Dialog Design Specification
(formerly Menu Design, 2nd Draft)**

Deliverable 4-10a

Task 4.3.2.1

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Revision History			
Date	Author	QC	Notes
04/03/02	Les Jacobson Russ Elovitz Cathy Pearl	Peter Dwyer	Includes Updated Call Flow Diagrams and Draft Dialog Design Specification
06/24/02	Les Jacobson Russ Elovitz Cathy Pearl	Peter Dwyer	Revisions to respond to comments

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CALL FLOW DESIGN AND DIALOG DESIGN SPECIFICATION (FORMERLY MENU DESIGN)

1.0 INTRODUCTION

1.1 Purpose of Document

The purpose of this document is to present the dialog design for the TravInfo® Traveler Advisory Telephone System (TATS). The dialog design is the detailed design of the TATS. This document includes descriptions of specific dialogs that callers will experience and detailed descriptions of the dialog states in the system. The descriptions of dialog states include:

- Description – describes with words how the caller got to the state and what they will experience in the state.
- Special Features – describes anything that a caller can do or how the system will react that is different from an ordinary state.
- Entry and Exit States – presents the various states that can lead to this state and the various states to which a caller can proceed.
- Initial Behavior – presents actions that the system can take when the caller first enters this state. There may be different actions for the first time a caller enters a state compared to subsequent entries.
- Grammar – presents a sample of the types of expressions and words that the system will understand at the state, and what action will be taken for those expressions.
- Action – describes all the actions that the system can take at this state.
- Error Behavior – describes the action that the system will take for various errors. There may be different actions to the same error depending on the number of times the error has been made in the given state.
- Help Behavior – describes the help message that the system will present if the caller requests help.

This document also describes how the backend computer and database system will present incident lists and estimated driving times to the TATS and then to the caller.

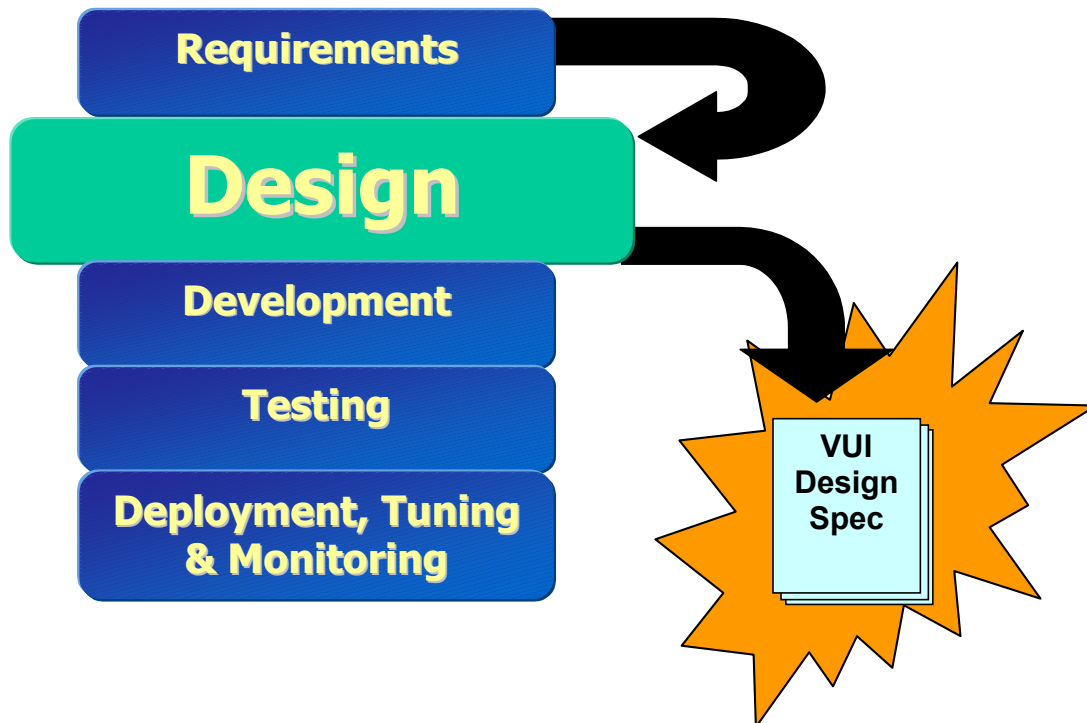
1.2 Background

To date, the primary traveler information dissemination medium for TravInfo® has been the existing traveler advisory telephone system (TATS). It will remain an important data dissemination tool as the TravInfo® system is improved and enhanced.

One of the enhancements to the TATS is the use of the latest speech technology. The first design elements of the speech-based system are the call flow diagrams. The call flow diagram

is roughly analogous to the menu tree of a traditional IVR system. Just as prompts are written and recorded for the menu tree in the IVR system, the dialog design specification provides the details of the information that follow the call flow diagrams in a speech- or voice-based system.

The dialog design specification is the final design document for the TATS. Upon approval, the prompt recording and system development processes will begin. The diagram below illustrates the high-level process taken to implement the TATS and where the dialog design specification fits in.



1.3 Document Content

This document contains the updated call flow diagrams as well as the descriptions of the 93 dialog states designed into the TATS. The states fall into the following general categories:

- Caller welcome and main menu. These states welcome the caller to the system and present the options from which a caller can choose.
- Public Transportation. States under public transportation include those to receive information on transit, paratransit, transit incentives, and getting to the region's airports.
- Traffic. States under traffic include those to receive information on traffic incidents, estimated driving times, planned highway construction, and roadway conditions approaching the region's airports.
- Rideshare. The rideshare state allows the caller to be transferred to RIDES or SNCI for carpool and vanpool information.

- Bicycling. The bicycling state allows the caller to be transferred to RIDES for bicycling information.
- Survey. The survey state allows the system to present survey questions to the caller.

2.0 SYSTEM DESIGN AND ALGORITHMS

Both the 511 and Traveler Information Web Applications for TravInfo® need to calculate driving time and report incidents to users. For incidents, a careful selection algorithm must be employed to select those incidents most likely to affect the users. For driving time, care must be taken to allow the users to select starting and ending points where enough information is available to produce reasonable driving time estimates. Once the endpoints are selected, a path selection algorithm must be employed that produces the paths with the shortest driving times. Although the inputs for the 511 and web applications are different, the logic used to select and order incidents, as well as calculate driving times, is the same.

2.1 Requirements

Decluttering is an explicit requirement of the 511 and Web systems for TravInfo®. The decluttering concept is defined as prioritizing, filtering, and summarizing the information presented to the end user. There are several reasons why decluttering is especially important for the 511 system:

- The caller wants to spend the least amount of time on the phone as possible and still receive useful information. In a recent study on implementing 511 in Arizona, when evaluating the current touch-tone based system, it was reported:

“According to ADOT, customer feedback has indicated that, while generally satisfied with the system, there are often too many “entries” for a given route. With the routes often spanning hundreds of miles, callers must listen to information for portions of a road they will not be traveling on. This and the busy signals in peak use times are the two most important areas being focused on for improvement in addition to 511 access.”

- If the caller is presented with too much information, they may not be able to filter out the unimportant information and focus in on the information relevant to their current situation.
- If the caller gets useful information, they will likely return to the system.

TravInfo® is required to present useful information to the public. One method of determining whether useful information has presented is the number of calls the system receives. If travelers do not receive useful information, they will stop using the system.

2.2 Incident Selection

The web and 511 applications will provide two methods to specify the criteria for selection of active incidents. They can select a single point in the system, or they can select the start and endpoints of a trip. A point can be a highway, an exit on a highway, a bridge, a city or a hotspot.

When a user selects a single point and/or start and end points in the system and instructs the system to report incidents that might affect him, the system has to examine the active incidents

and report back a group of incidents, ordered so that the incidents most likely to have the greatest impact are reported first with an indication of the time of the latest update to the information provided. While it is important that the web site takes care in selection and ordering of incidents, it is critical that the 511 system performs this decluttering and ordering. There are several pieces of information available in the current data fusion system that can be used to make this selection, including those in the table below:

Field name	Description	How used
<i>Incident Type</i>	Type of Incident	Each incident has one or more broad categories of incident. These incident types will be ranked by how likely they are to affect traffic.
<i>Event_EstimatedDuration</i>	The estimated duration of the incident as determined by the TIC operator	The longer the estimated duration of is, the more likely it is to impact the user.
<i>Event_TotalLanes</i> <i>Lane_Status</i> <i>Event_NumberOfLanes</i> <i>Link_LaneCount</i>	These fields contain information on the lanes affected by an incident an their status (closed or blocked)	The greater the number of lanes affected, the more likely the incident is to affect the user.
<i>Link_ID</i>	ID of Link associated with link	Each incident will be associated with one or more links. When a user asks about incidents in a specific area, all incidents relating to that and nearby upstream links will be considered.

These fields can be used to determine which incidents should be reported to the user and in what order. The proposed algorithm is as follows:

1. Each link in the network will have a slowdown threshold. If the average speed on a link is at or above the slowdown threshold, no incidents will be reported. The thinking here is that even if there is an incident on the road, if it does not affect the average speed, then it does not need to be reported to the driver. If the speed on the link is below the slowdown threshold, then incidents may be reported.
2. When an incident is reported, it will be associated with one or more links. As the incident updates over time, the links it is associated with may change as well. When an incident closes, all link associations with the incident will be removed.
3. Each link will have a list of nearby upstream links associated with it. This list will be used for link/incident association.
4. The average speed of links is constantly changing. When the speed of a link changes to below its slowdown threshold, the list of associated downstream links will be checked for active incidents. If there is an active incident on one of the downstream links, the link with an average speed below the slowdown threshold will be associated with the incident. If the

average speed of a link changes to a speed at or above the slowdown threshold, all of the associations between that link and active incidents will be removed.

5. When a request is received to report incidents for a specific area, the area will be mapped to one or more links. For each link that is below the slowdown threshold, all incidents associated with the link will be selected. If there are no incidents, no incidents will be reported, but a report of a slowdown will. For example, the report could say, "There are no reported incidents on Route 1 northbound at I-280, but there is a slowdown with traffic moving at approximately 25 miles per hour."
6. Order incidents by incident type, number of lanes affected and expected duration, not necessarily in that order.
7. Only the top i incidents, or all incidents that meet defined criteria will be reported. Where i may differ for the web and 511 applications.

The algorithm is slightly different for incidents along a path. The selected algorithm is:

1. Select the top p paths between endpoints (where p is configurable and different for 511 and web).
2. Select all incidents that are on any of the links on any of the paths.
3. Order incidents by incident type, number of lanes affected (or percentage of lanes affected), and expected duration.
4. Only report the top i_p incidents, or all incidents that meet defined minimum criteria (where i_p may differ for the web and 511 applications). Again the minimum criteria should be configurable.

2.3 Driving Time Calculation

There are several issues with calculation of driving times. They include: selection of end points, path determination, link travel time maintenance and link travel time calculation. For the purposes of this document, an algorithm recommendation will be proposed only for the first three issues. This is a dissemination-based document and link travel time calculation algorithms have been addressed in data collection and data fusion. However, several assumptions will be made regarding the calculated link travel times.

2.3.1 SELECTION OF END POINTS

Before we consider allowing a user to select end points, a system-wide decision on which end-points a travel time can be calculated on must be made. The assumption here is that decisions can be made based on available detection capability.

The approach for driving time calculation is that a finite set of trips is predetermined. The agreed upon points must be captured in a database and a procedure developed for updating the list of end points and any other related data (voice files, graphics, related database tables, etc.).

User selection of end points on the web is more straightforward than for the 511 application. On the web, the user can be presented with a list of end points, and select starting and ending end points. On the 511 application, when the user selects a valid point in the system that is close to a valid end point, the system will substitute the closest valid end point. If they select a valid system point that is not near a valid end point, they will be told the information is not available (or will be given a listing of options, such as cities, points of interest, etc). For both applications, the end result is a pair of valid end points for travel time calculation or an error message to the user.

2.3.2 PATH DETERMINATION

Once the end points have been determined, the back end systems need to determine the best (or feasible) path(s) for driving time. The solution here is that a set of paths for each pair of valid end points is externally generated each time the set of valid end points is changed. This requires development of a path generation application that can be run as part of the end point maintenance procedure. Each path will consist of a list of links that must be traversed to travel between the end points. Therefore when a pair of end points is selected, the travel time calculation algorithm would consist of the following steps:

1. Look up possible paths based on a pair of end points.
2. Calculate the driving time for each path by summing the driving time for each link in the path.
3. Sort the path travel times so the shortest time is first.
4. Return the top *n* driving times and paths, plus the most obvious path (e.g., SR 101 for a trip from San Francisco to SFO airport).

After the routes are played, the system checks to see if either the starting or ending point is a "megacity." (There will be about 9 of these. These are big cities, such as Oakland, San Francisco, and San Jose where we want to allow the user to refine their estimate, or cities like Mountain View which have multiple interchanges that we want to allow the user to use to refine their search.)

If the caller doesn't choose a "megacity", the system continues and plays traffic incidents for each of the alternate routes.

If the caller chooses one or two "megacities", the system asks the caller if they'd like to refine their estimate. If the caller says no, they go straight to the traffic incidents. If the caller says yes, the system proposes some choices for narrowing down the starting point, then ending point, or both. These choices will be different for each "megacity" and include things like popular landmarks, exit names, or interchanges.

As a shortcut, the caller will be told they can use these items as "hotspots." For example, if "4th Street" is one of the items used to refine San Francisco, a caller would be able to use this when asked for a starting or ending point.

Another estimate will be given after the refinement, and then the incidents for those routes.

Historical data will be used if current data is not available. Historical data will be used in the ALDF process to provide speed data on links in the absence of any better source. The data used reflects the information from the same type and time of day (Weekday at 7:00AM) and is typically stored for 15-minute intervals. The Historical data is altered over time by smoothing any live reports with the old value, and storing that for future use. (Details of this process are available in the Data Collection Design, Deliverable 2-10). **If for any reason, the system does not have data, real or valid historical data, the system will state that no data is available.**

2.3.3 LINK TRAVEL TIME MAINTENANCE

One key component to calculating driving time is maintaining a current list of link travel times. There are several issues with the maintenance of this list that drive the design of this process:

- There are a large number of links in the system and the travel times on those links are updated very frequently.
- For each travel time request, a potentially large number of link travel times need to be accessed.
- It is possible that a large number of travel time requests can be received at the same time.
- There is no requirement on the Travel Time calculation system to maintain a historical record of the changes to link travel time.

Based on these factors, it is not recommended that the link travel time data be stored in a **database**. (Historical data will be archived by the data collection system and published when no current data is available. Therefore, it is not necessary for the Data Dissemination to also store historical data.) **To speed up the process, the link travel times will be cached in memory on an XML server so they can be quickly updated and retrieved.**

From a high-level design perspective, the 511 and Web Data Interface applications will subscribe to link status messages and forward them to one or more XML Servers. Each XML Server will read the link travel times from the forwarded messages and store them in its local memory. The travel time calculation function will read the link travel times from that local memory.

2.3.4 LINK TRAVEL TIME CALCULATION

As mentioned earlier, the algorithms for link travel time calculation will not be addressed here. However, due to the importance of link travel times, the travel time calculation algorithm has requirements of the Automated Link Data Fusion (ALDF) system. Requirements are:

- The ALDF will calculate travel time for all links based on the best available data and algorithms.
- If no data is available for a link, the ALDF will publish historical values. In other words, at least one travel time for every link will be published every 90 seconds so the Link Travel Time Maintenance component does not need to check for stale data at the link level.

2.4 Data Requirements

Based on the design and algorithms described in this document, the following pieces of information need to be captured/decided and made available the 511 and web back end systems:

- Incident Selection parameters
- Incident Reporting parameters
- Incident Ordering parameters
- Primary link(s) associated with every highway, exit, city, bridge and hotspot in the coverage area
- Associated Upstream links for every link in the system
- List of all valid end points for travel time calculation
- A road network table describing the connections between all roads in the coverage area

511 Application Callflows

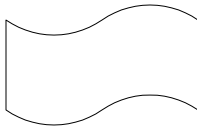
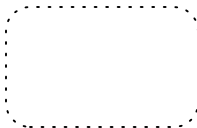
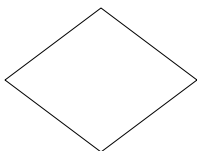
Notes

- 1) NSP stands for "No SPeech Timeout", and refers to a caller staying silent [does not include touchtones]
- 2) The general error strategy is that after 3 or 4 misrecognitions or NSPs, the caller will be taken to the previous state of the application. Exceptions are noted. After either type of error, an appropriate error message is always played such as, "I'm sorry, I didn't understand," or "I'm sorry, I didn't hear anything."
- 3) The prompts used in these callflows are "functional": that is, they represent the behavior of the final application, but are by no means the final prompt wordings.
- 4) Help prompts and error prompts are not shown in the callflows. Every state is assumed to have a Help prompt and appropriate Error prompts, which will be described in detail in the Dialog Design Specification.
- 5) All the information contained in the call flows will also be represented in the Dialog Design Specification. The Dialog Design Specification will include many additional details, such as final prompts, complete error handling, and grammar names.
- 6) DTMF (touch tone) behavior is shown in the DTMF tables document specification. For DTMF states that differ in dialog flow from the speech states, a DTMF callflow document exists.
- 7) System prompts (prompts the caller hears) and possible caller utterances (things the caller says) are indicated in the callflow with quotation marks ("").
- 8) Terms used in the callflows do not necessarily reflect the wording callers will hear in the system prompts. The Dialog Specification includes all final prompt wordings.

Key



Recognition State

Recognition State using Hotword
(only utterances that are in the
grammar will barge-in)Non-Recognition State - a prompt is
played, but no recognition takes placeBack-end process - no recognition
occurs, and no prompts are playedSample XML API request to the
Back-endPrompt - This prompt is part of the
previous recognition state

Decision point (made by the application)



Entry or Exit



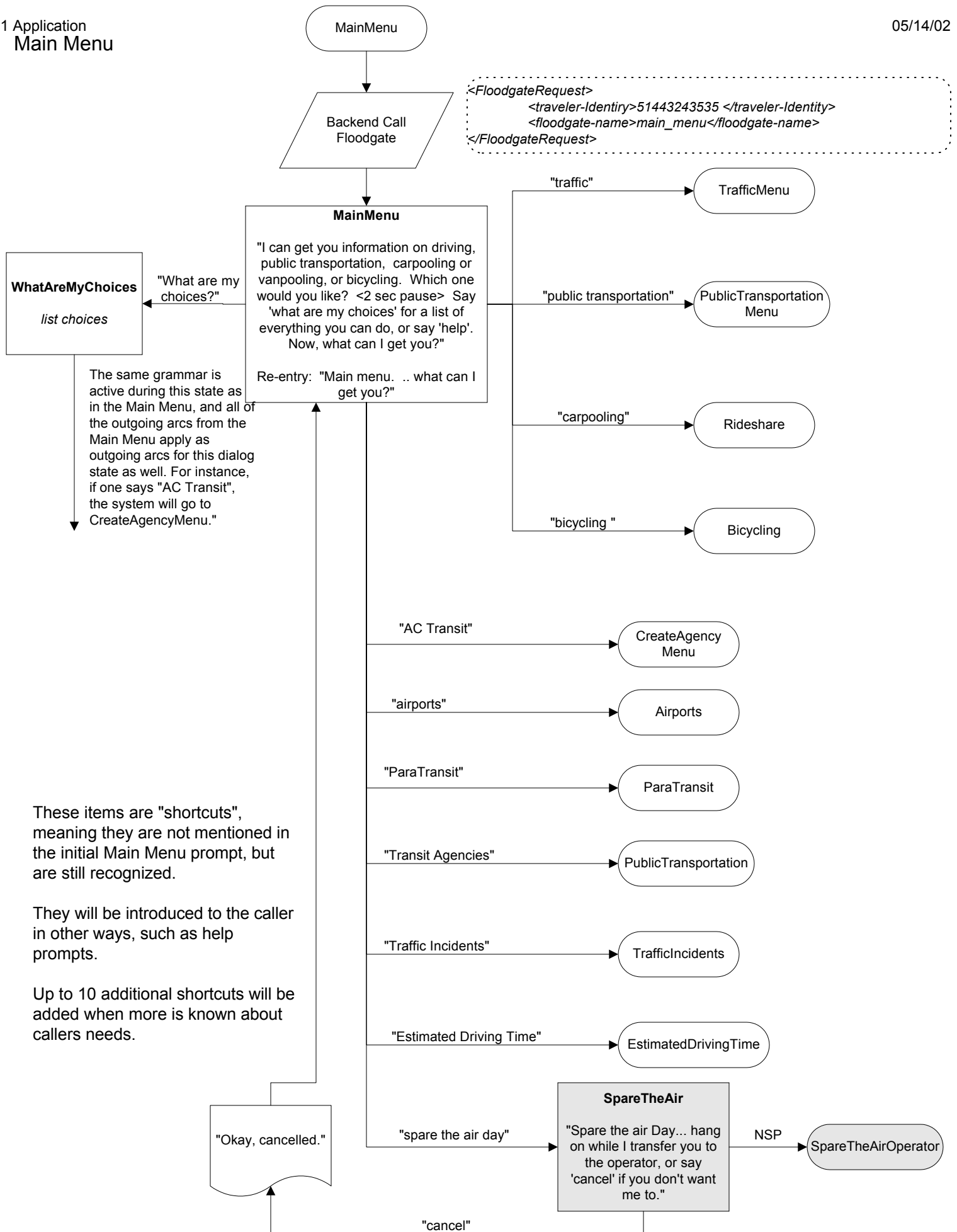
Points to a dialog on another page

Transfer outside of application
Indicates DTMF (touch-tone) dialog
flow will differ from speech dialog flow,
and the behavior is shown in the
DTMF callflows

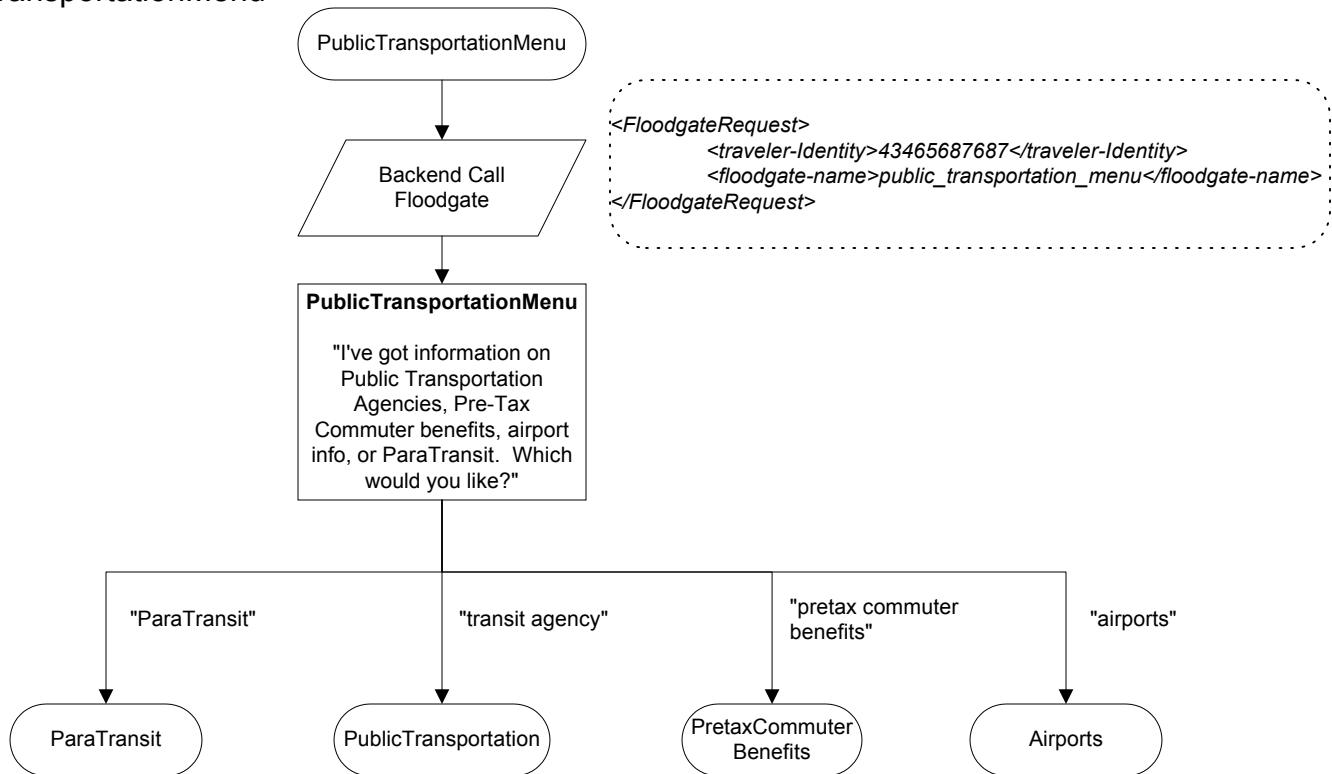
#

Welcome

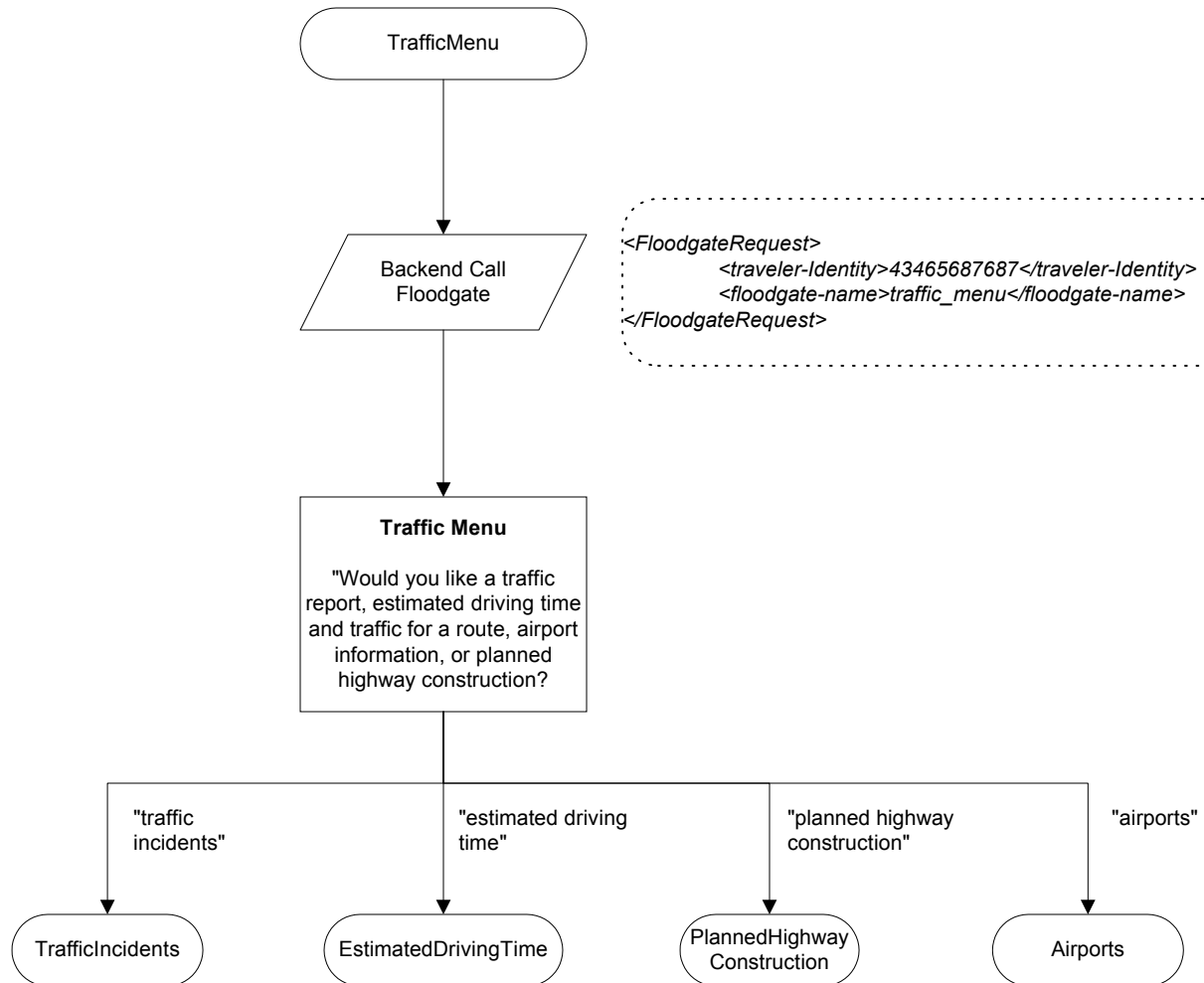




PublicTransportationMenu



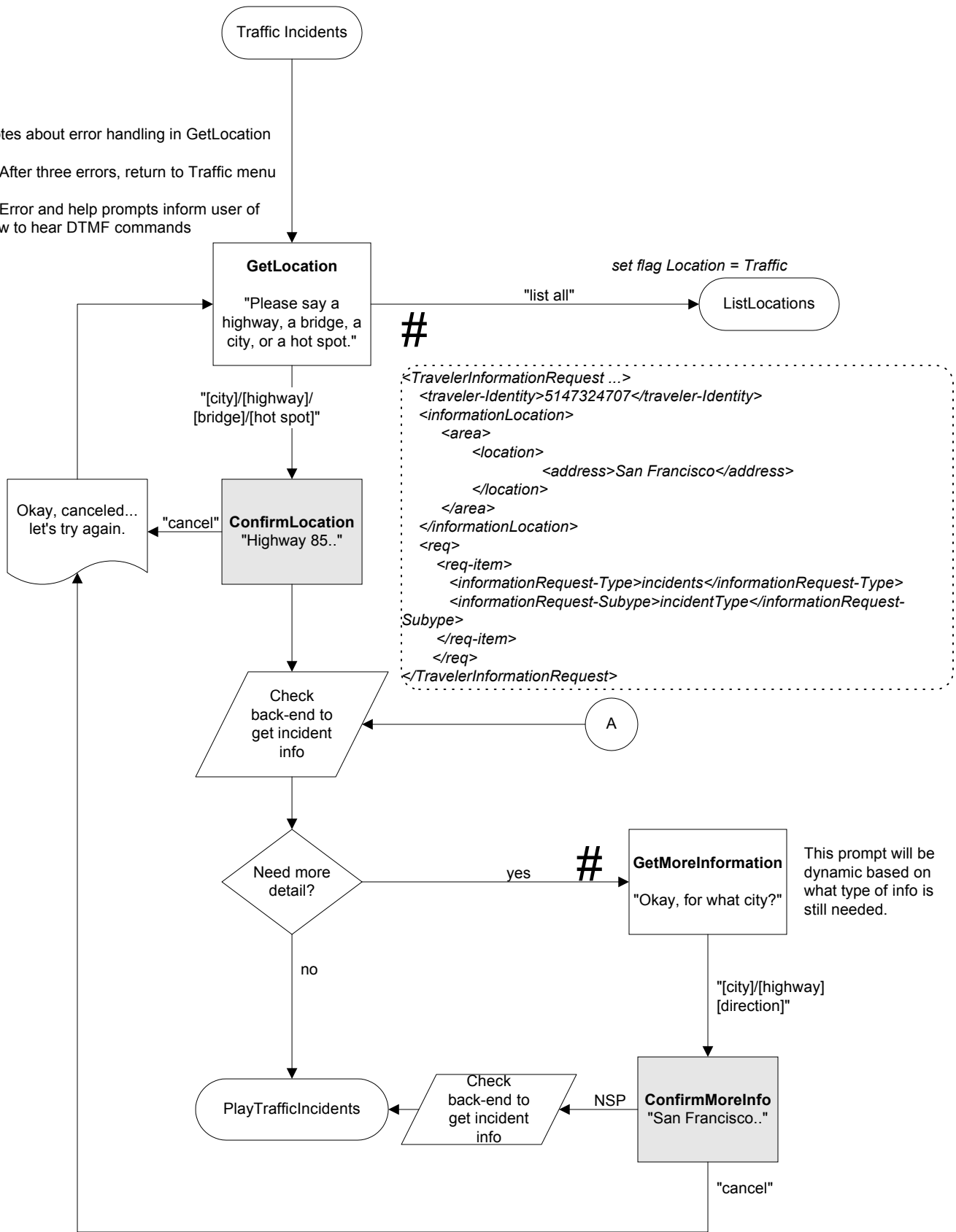
Traffic Menu



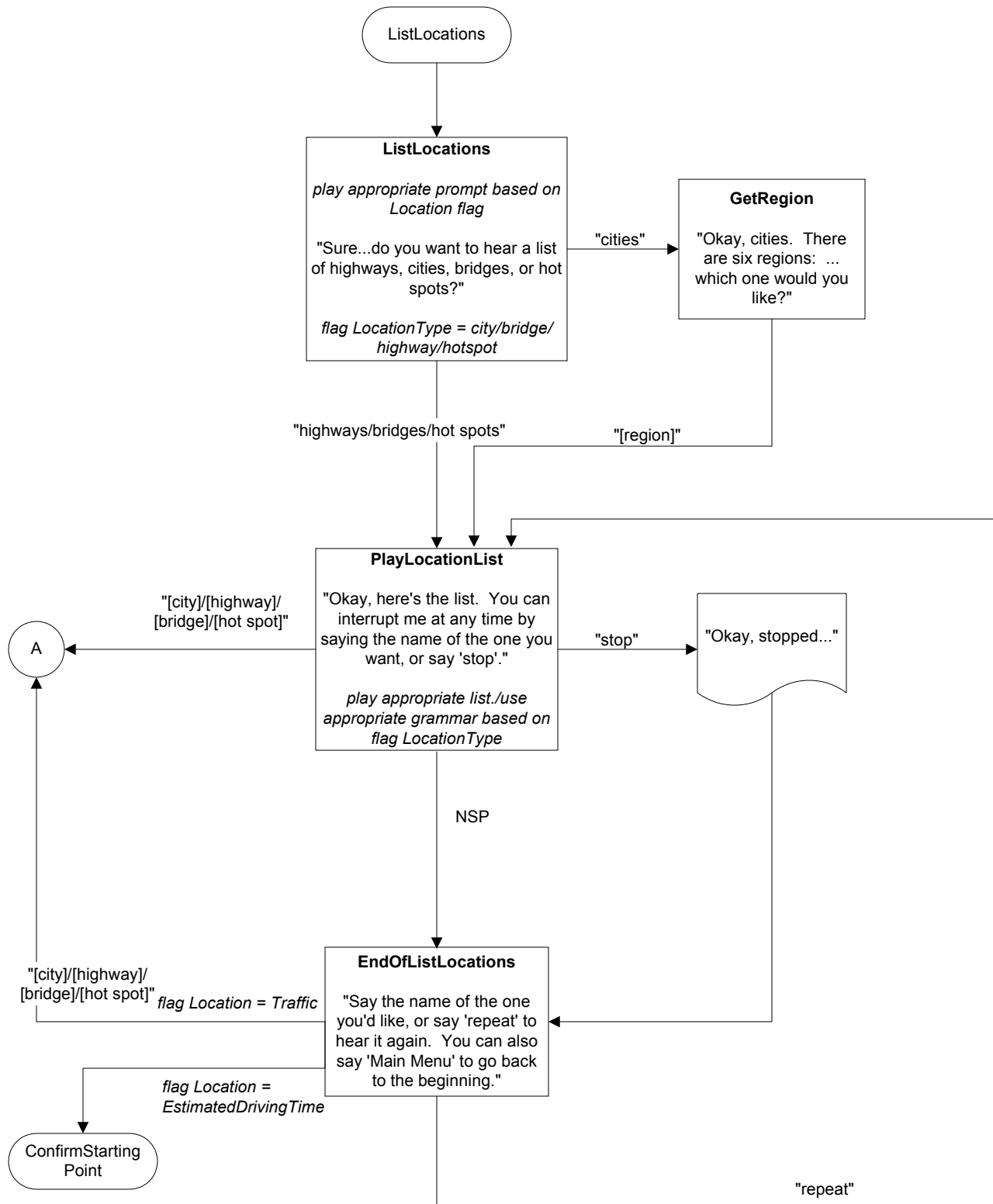
Traffic Incidents

Notes about error handling in GetLocation

- 1) After three errors, return to Traffic menu
- 2) Error and help prompts inform user of how to hear DTMF commands



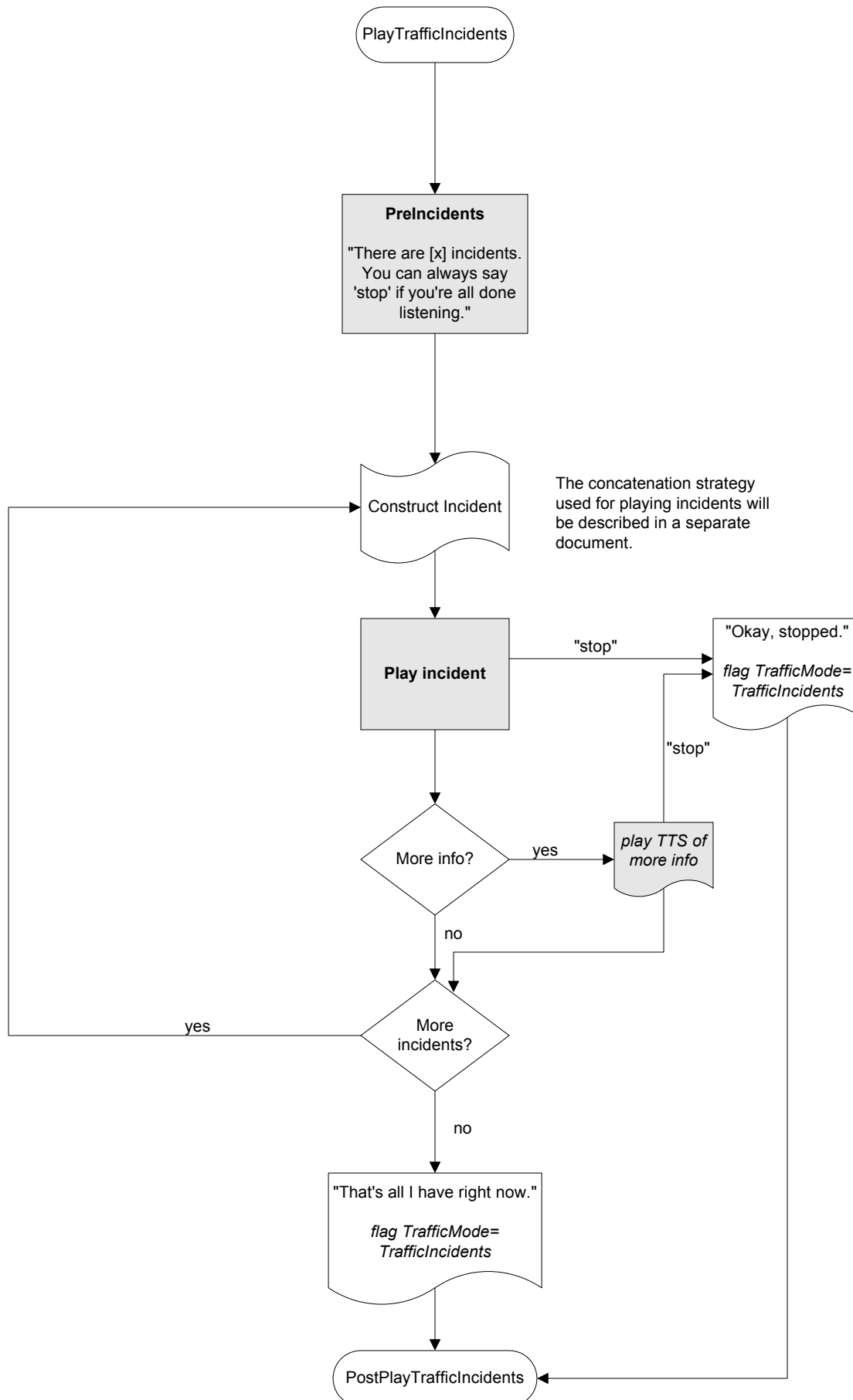
List Locations



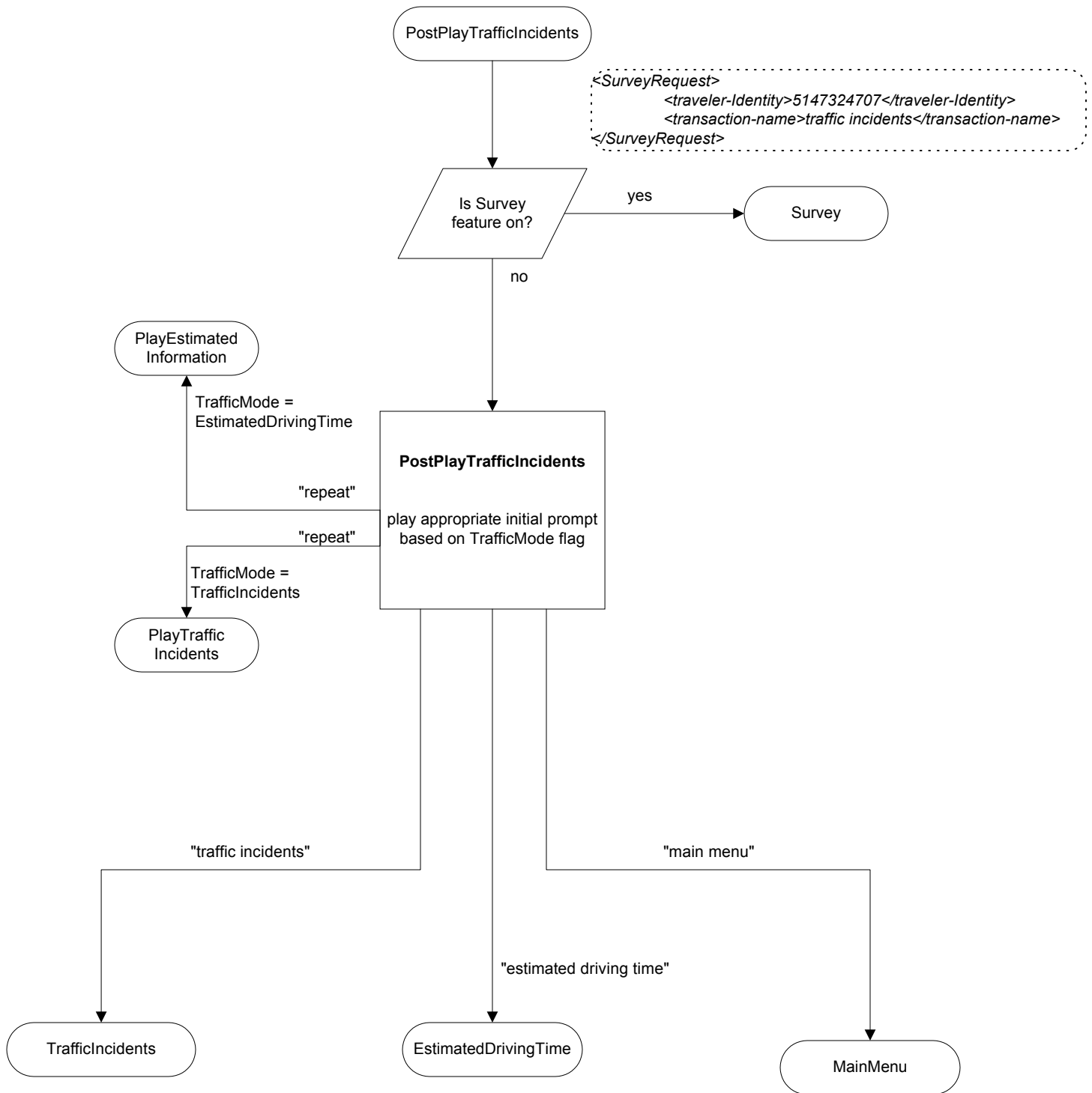
Notes about PlayLocationList

The prompt and grammar will reflect whichever type of location has been chosen. For example, if the user has chosen "cities", the prompt will say "by saying the name of the city you'd like" and the grammar will only contain cities.

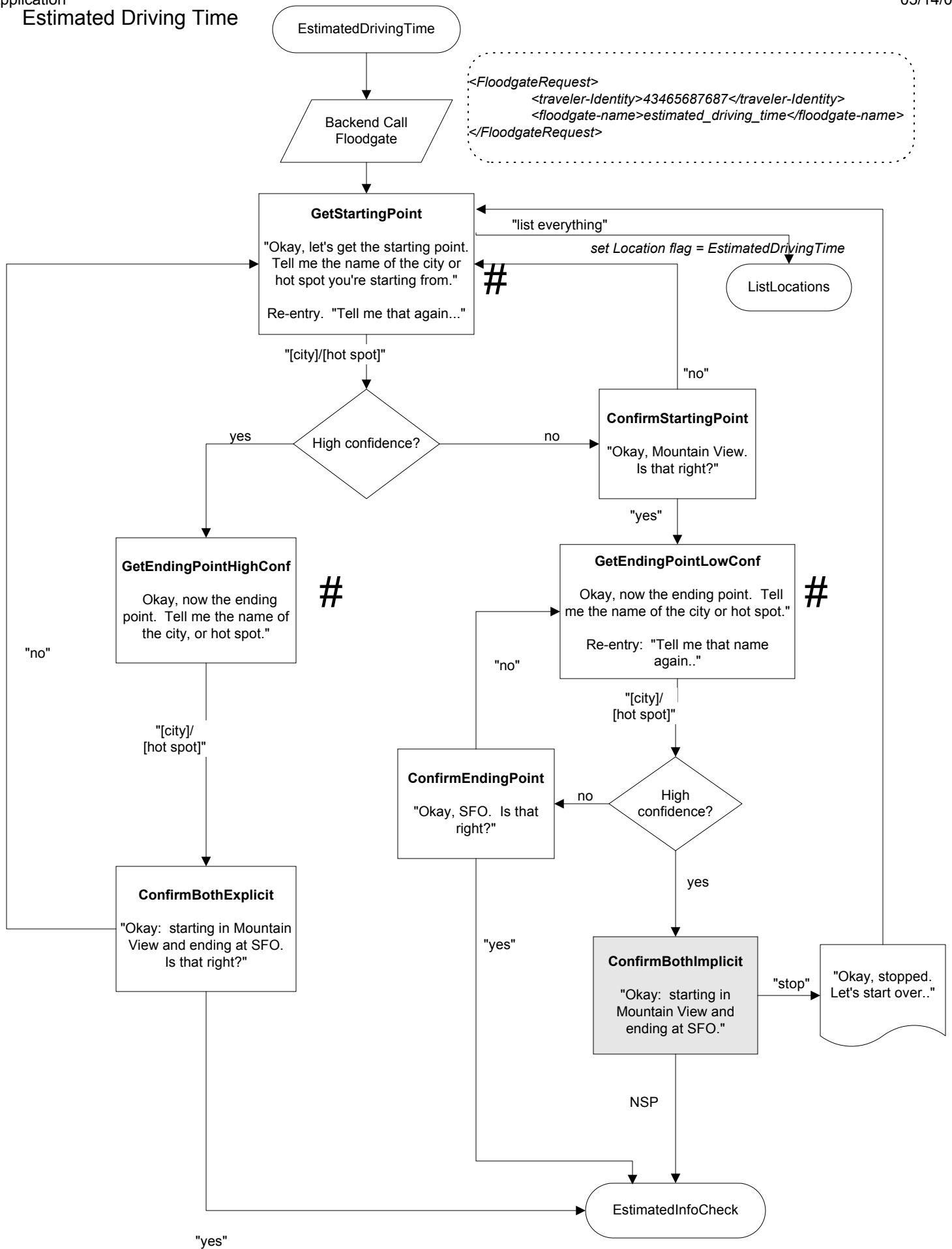
Play Traffic Incidents

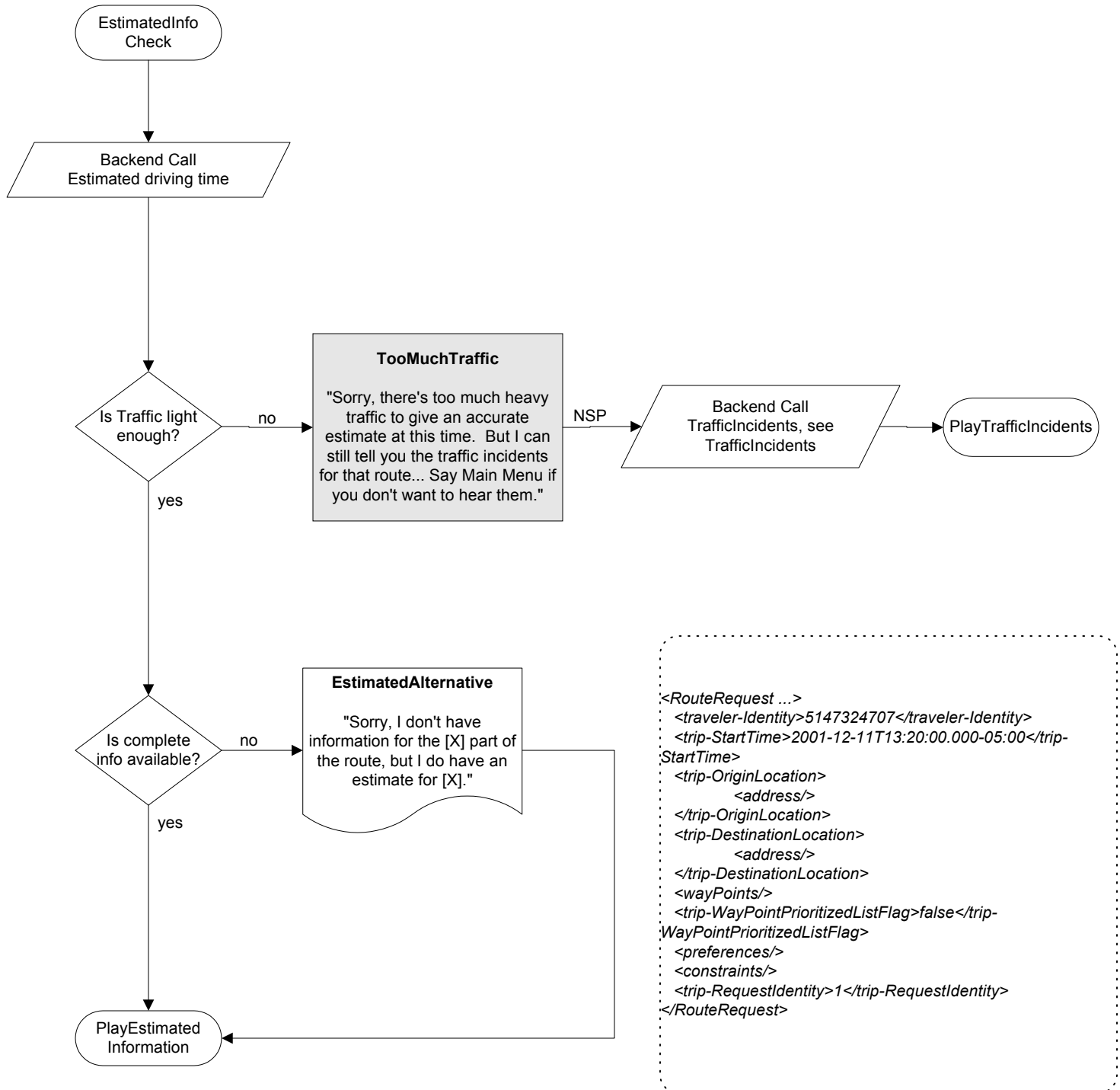


Post Play Traffic Incidents



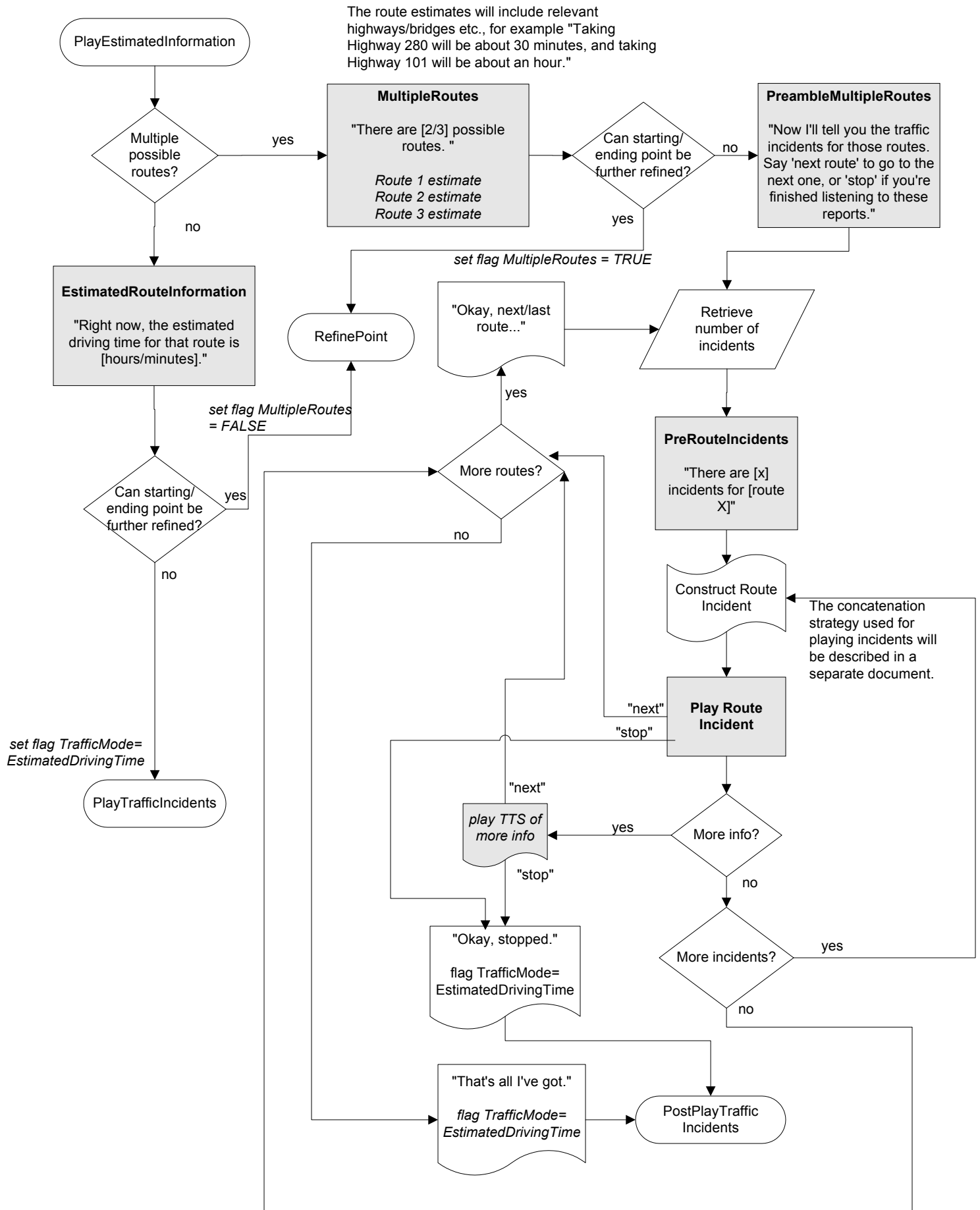
Estimated Driving Time





Play Estimated Information

The route estimates will include relevant highways/bridges etc., for example "Taking Highway 280 will be about 30 minutes, and taking Highway 101 will be about an hour."

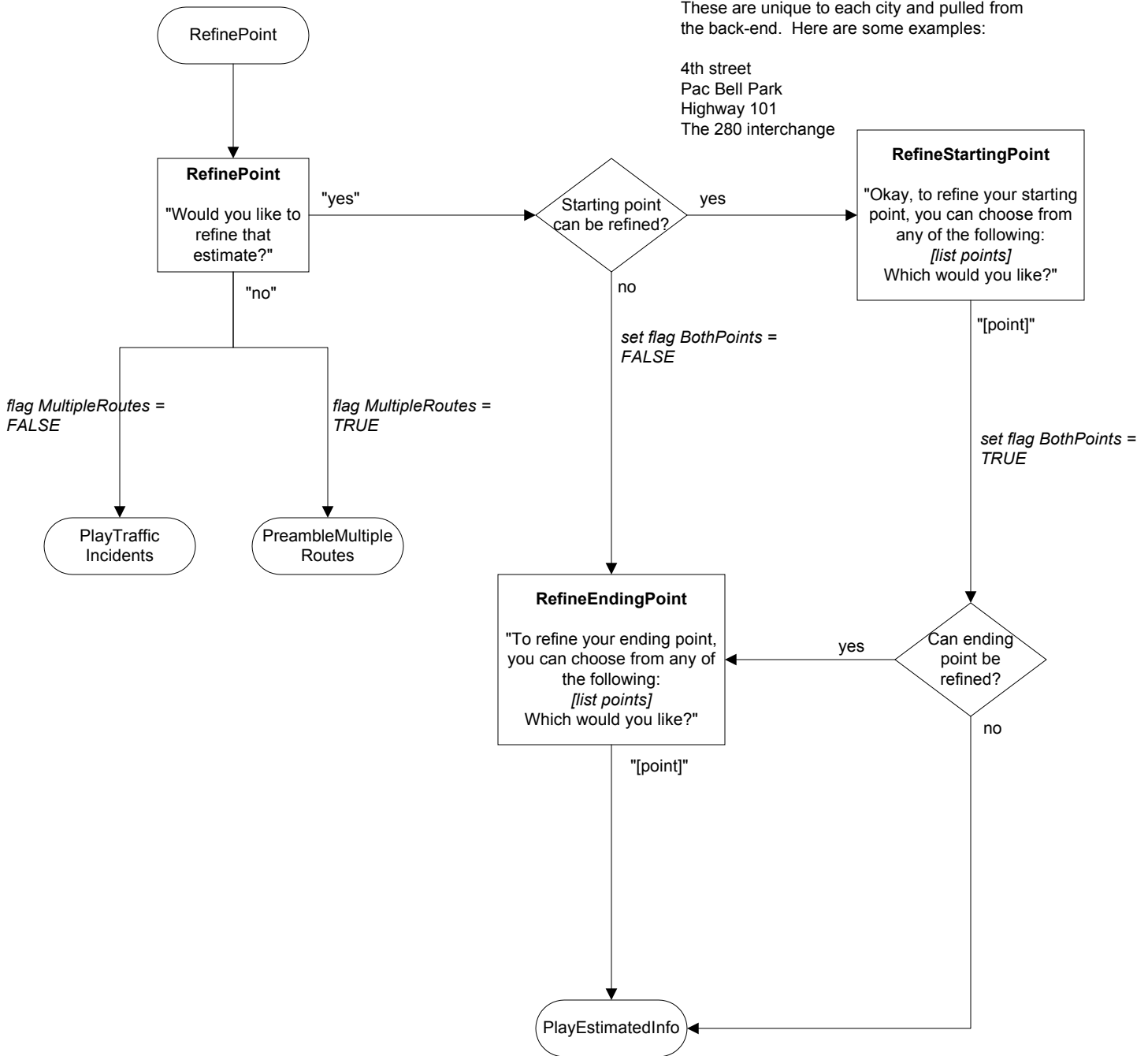


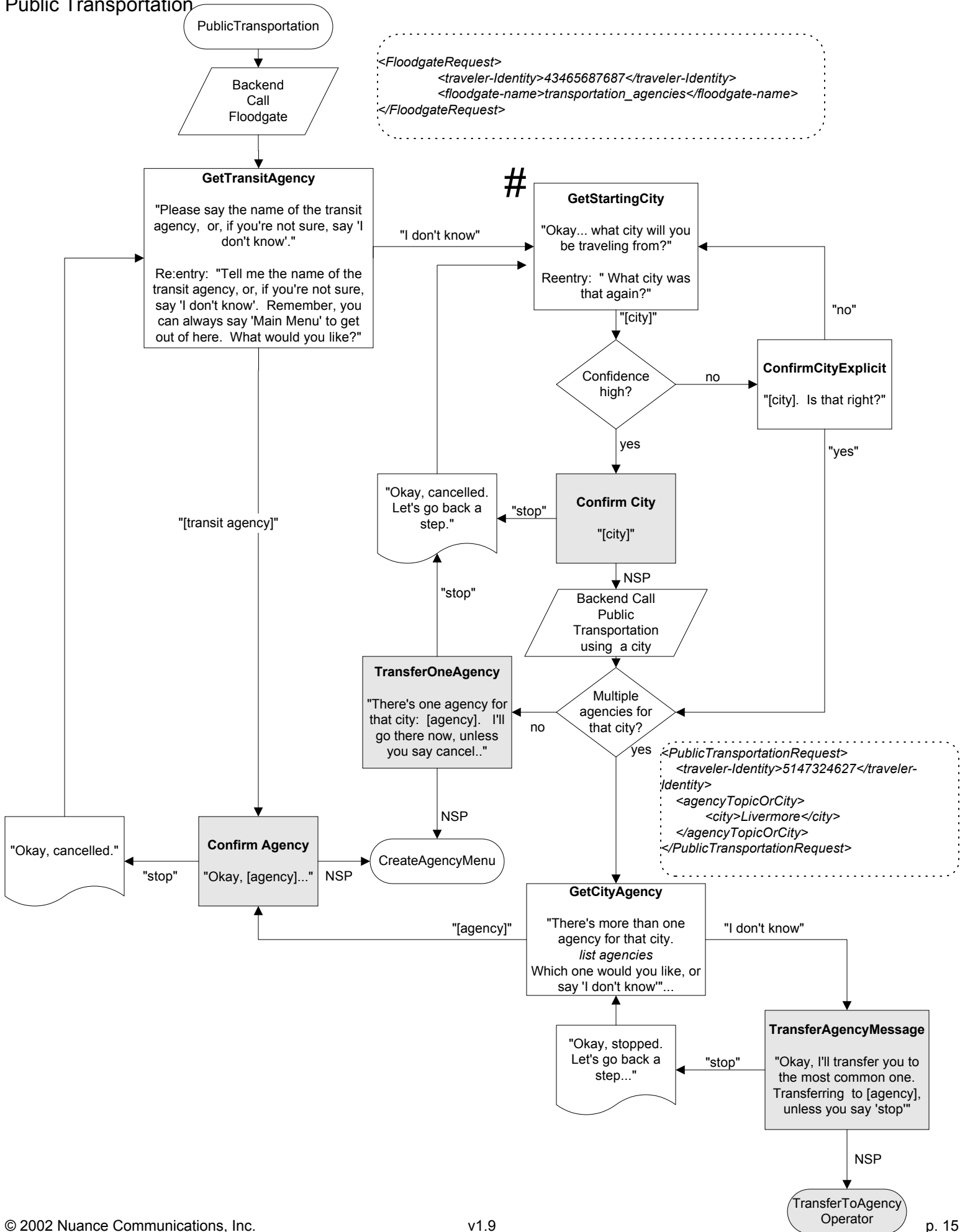
RefinePoint

Note on "points":

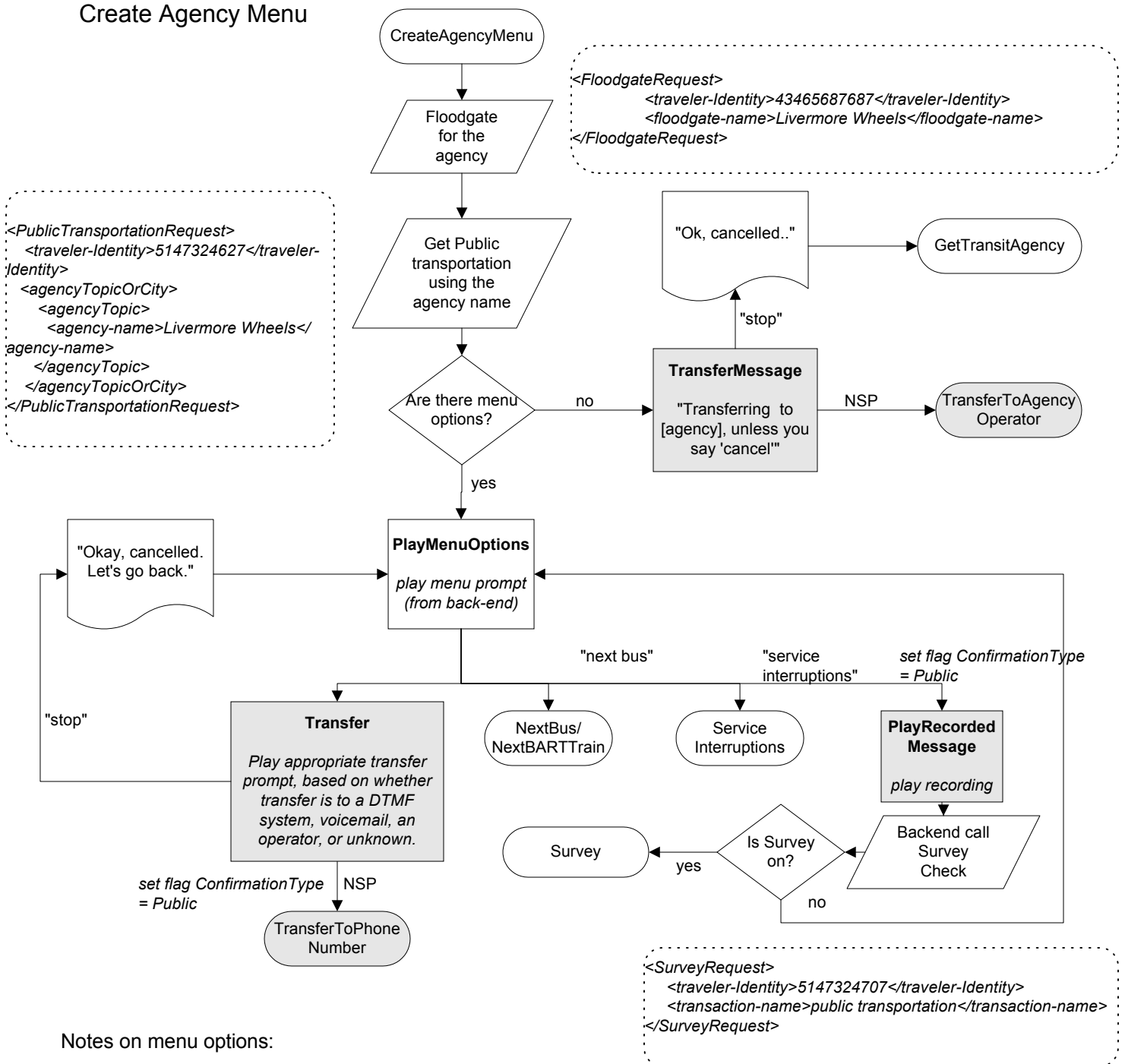
These are unique to each city and pulled from the back-end. Here are some examples:

4th street
Pac Bell Park
Highway 101
The 280 interchange





Create Agency Menu



Notes on menu options:

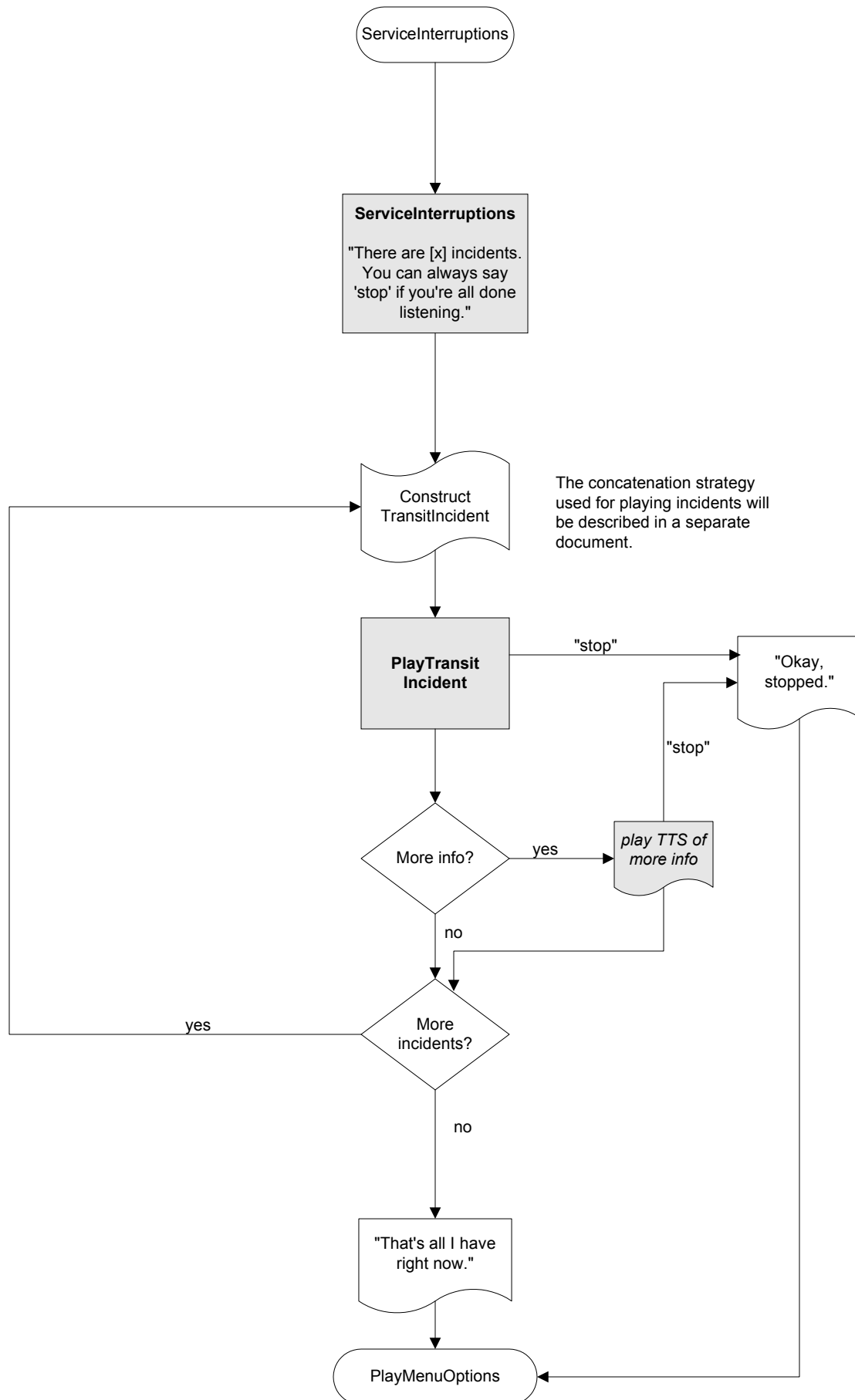
The back-end will return a dynamic list of menu options for each agency.
For agencies with only one option, the caller will be automatically transferred.

For agencies with multiple options, there are six types of actions the caller might be able to take:

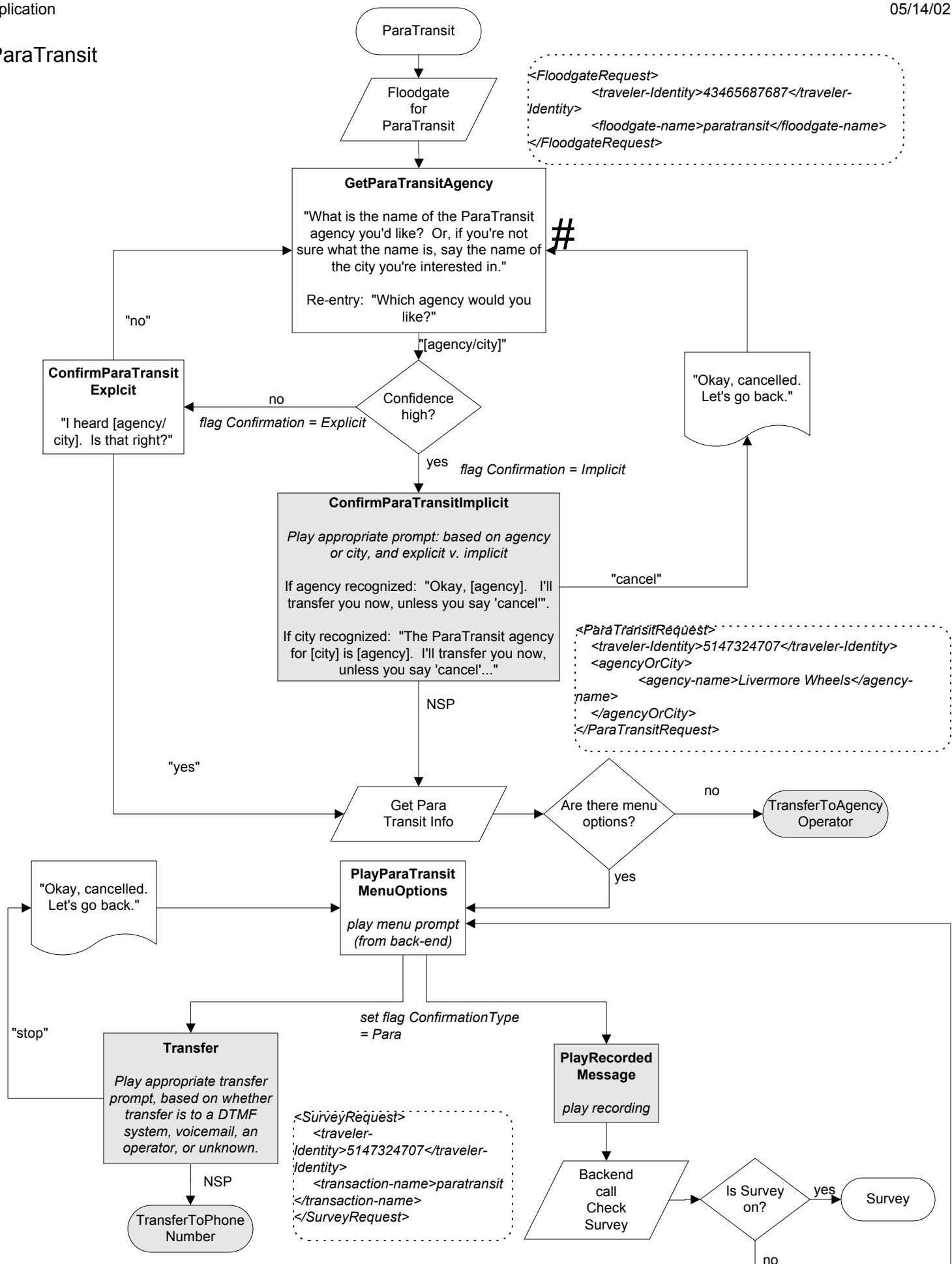
- 1) Next Bus/Next Train
- 2) Service Interruptions
- 3) A transfer to a voicemail box
- 4) A transfer directly to an operator
- 5) Listening to a recorded message, and then going back to the Main Menu
- 6) Being transferred to an outside DTMF system

Each agency will have a different combination of these features, with different names. For example, "Fares and schedules" may transfer directly to one operator, while "lost and found" may transfer to another. Each agency's list of possible menu options will be described in another document.

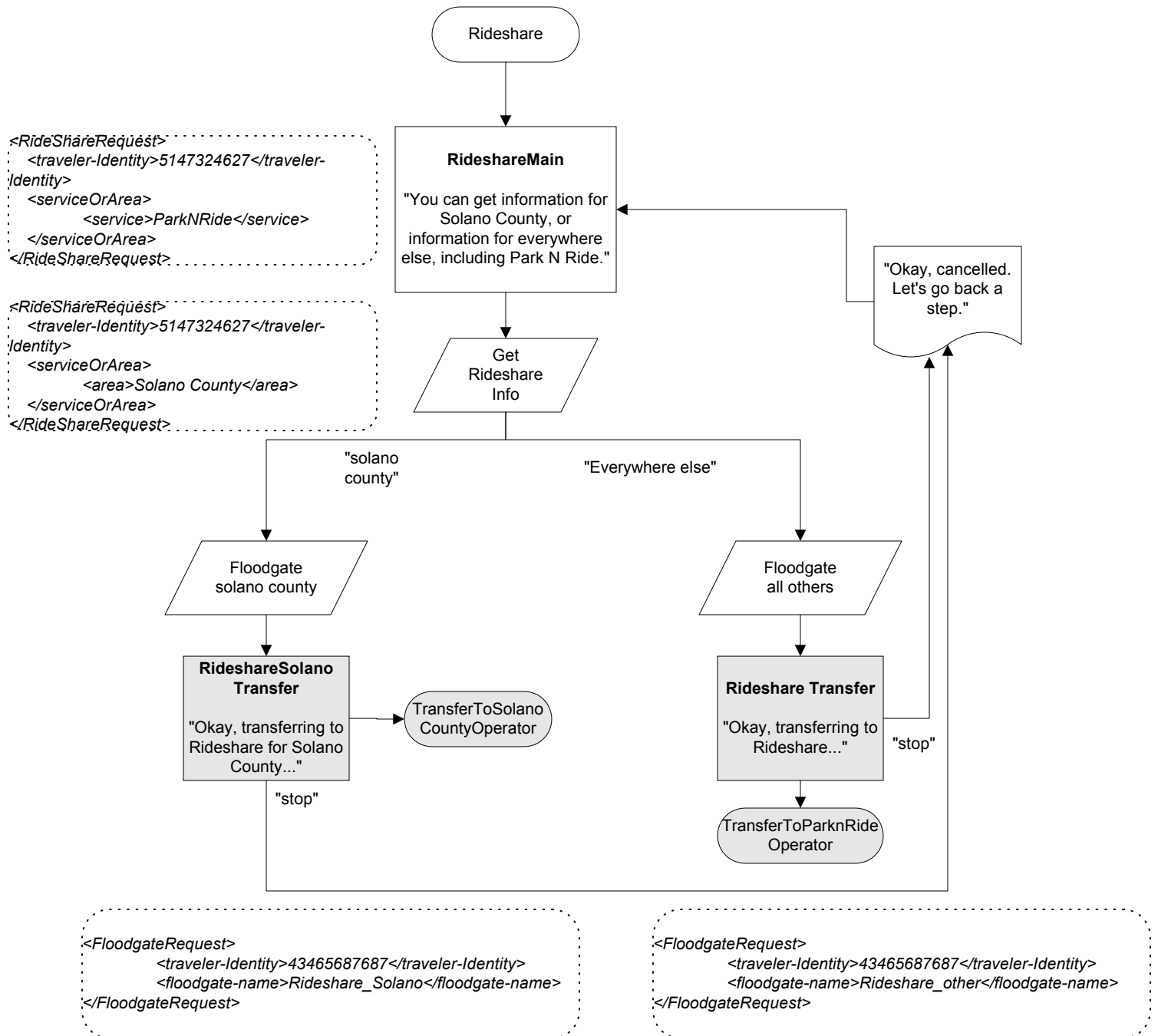
ServiceInterruptions



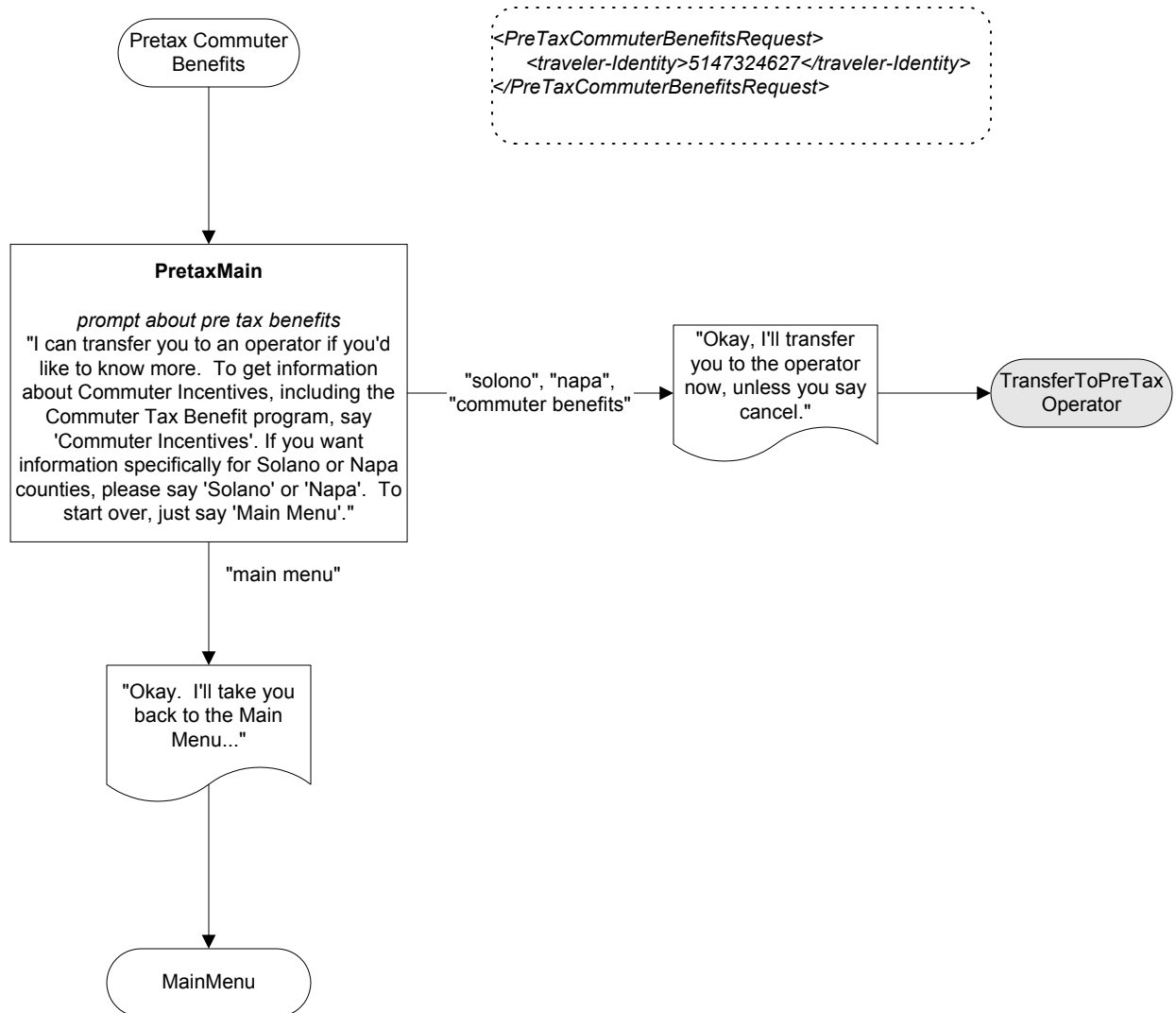
ParaTransit



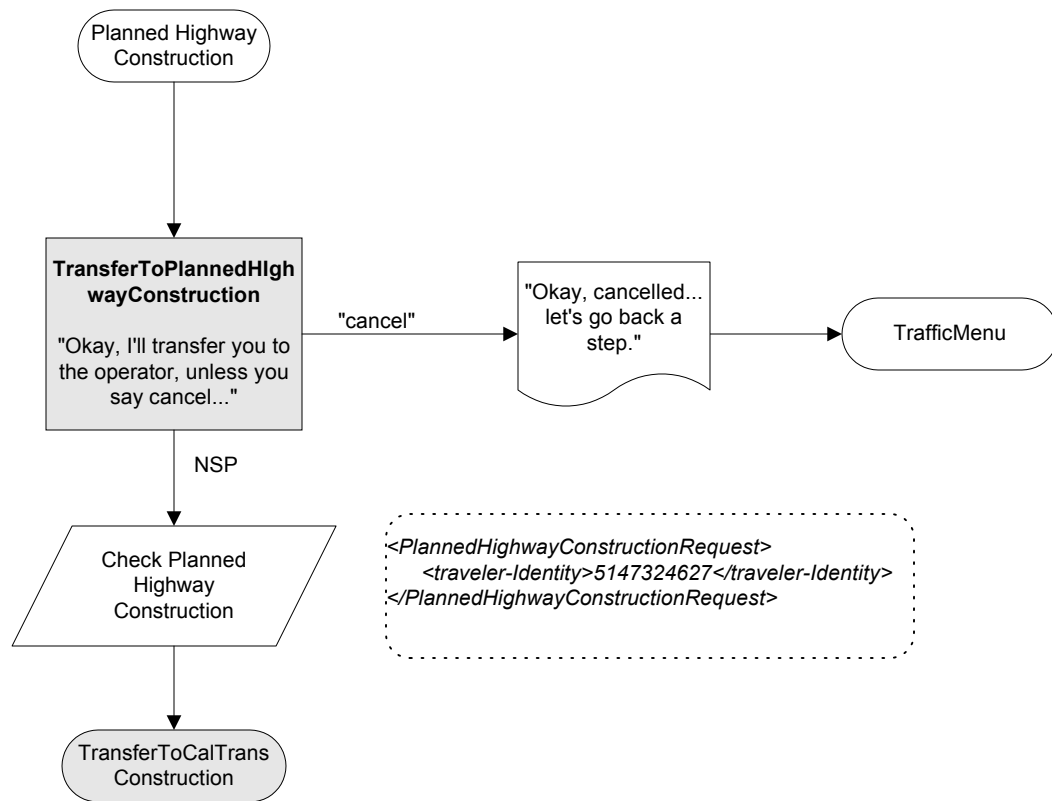
Rideshare / Carpool / Vanpool



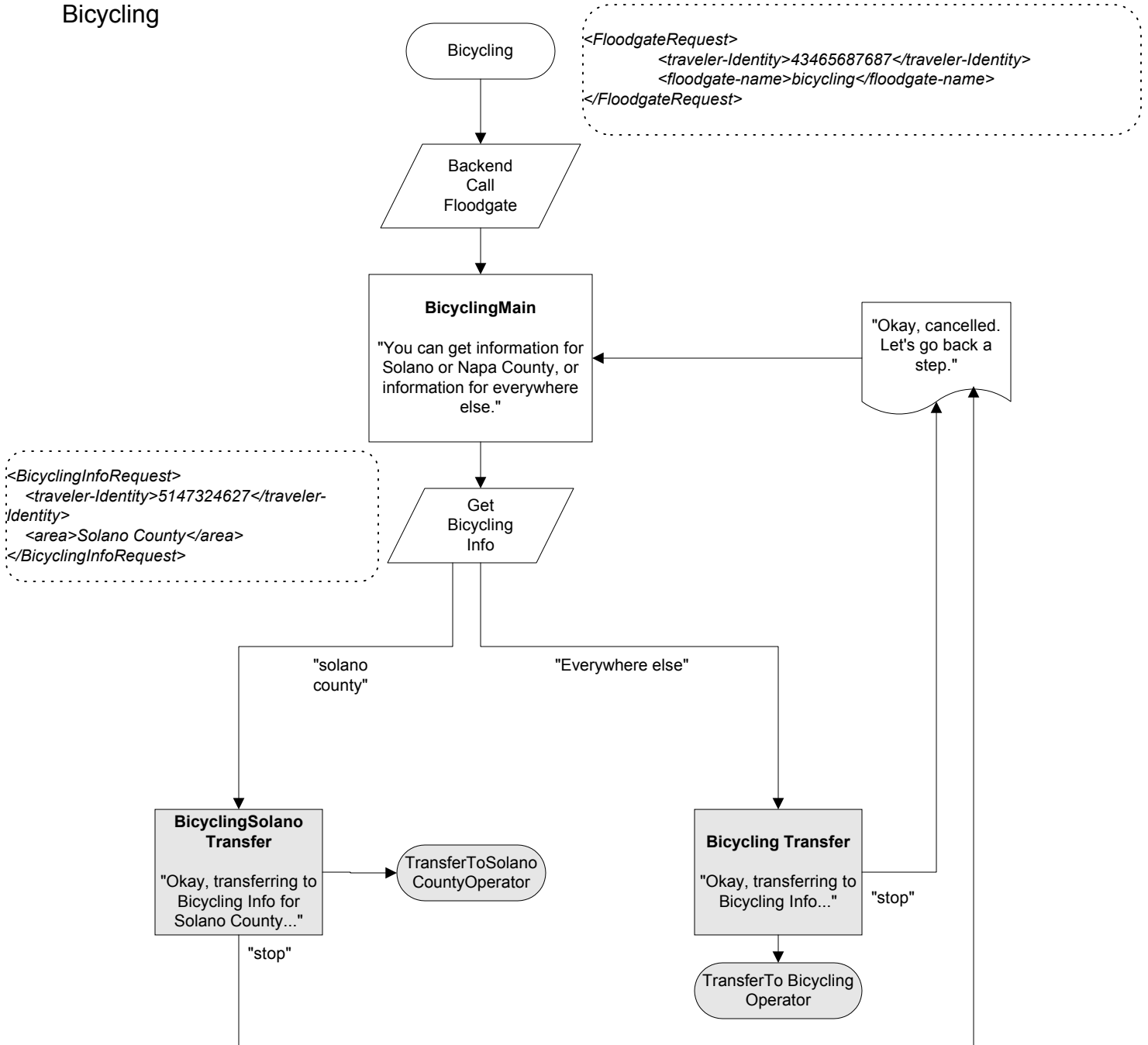
Pretax Commuter Benefits (Transit Incentives)



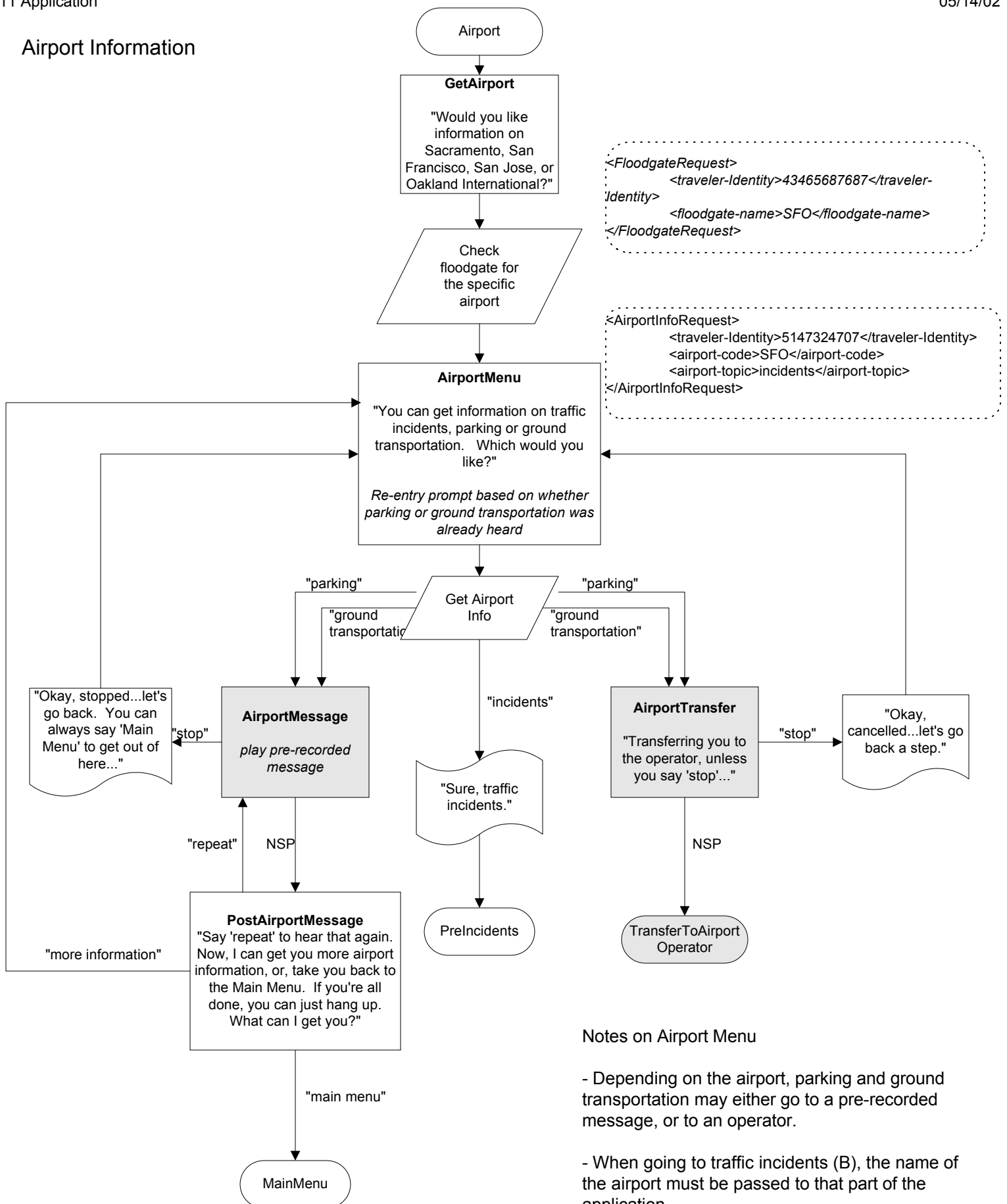
Planned Highway Construction



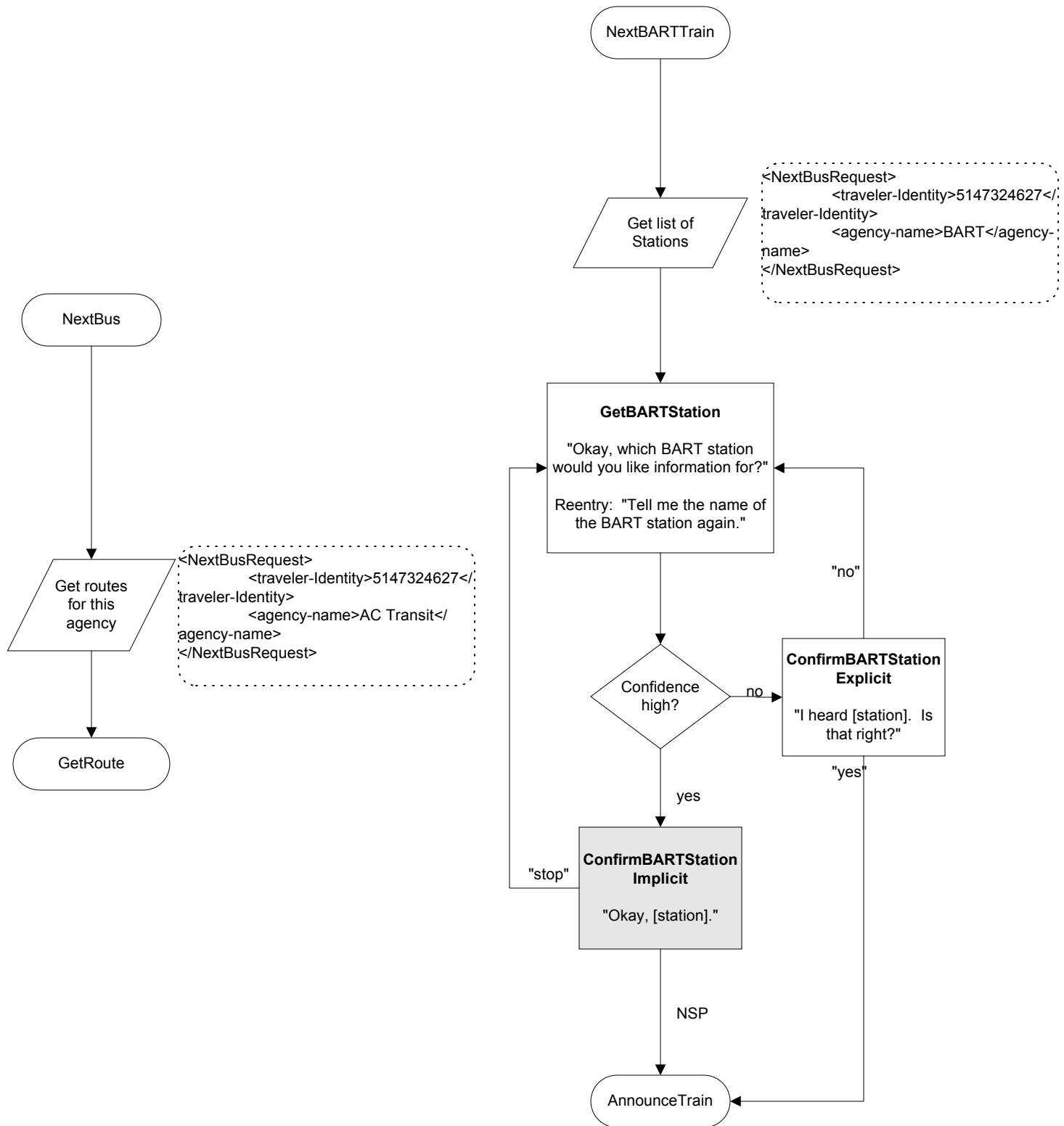
Bicycling



Airport Information



NextBus and NextBARTTrain

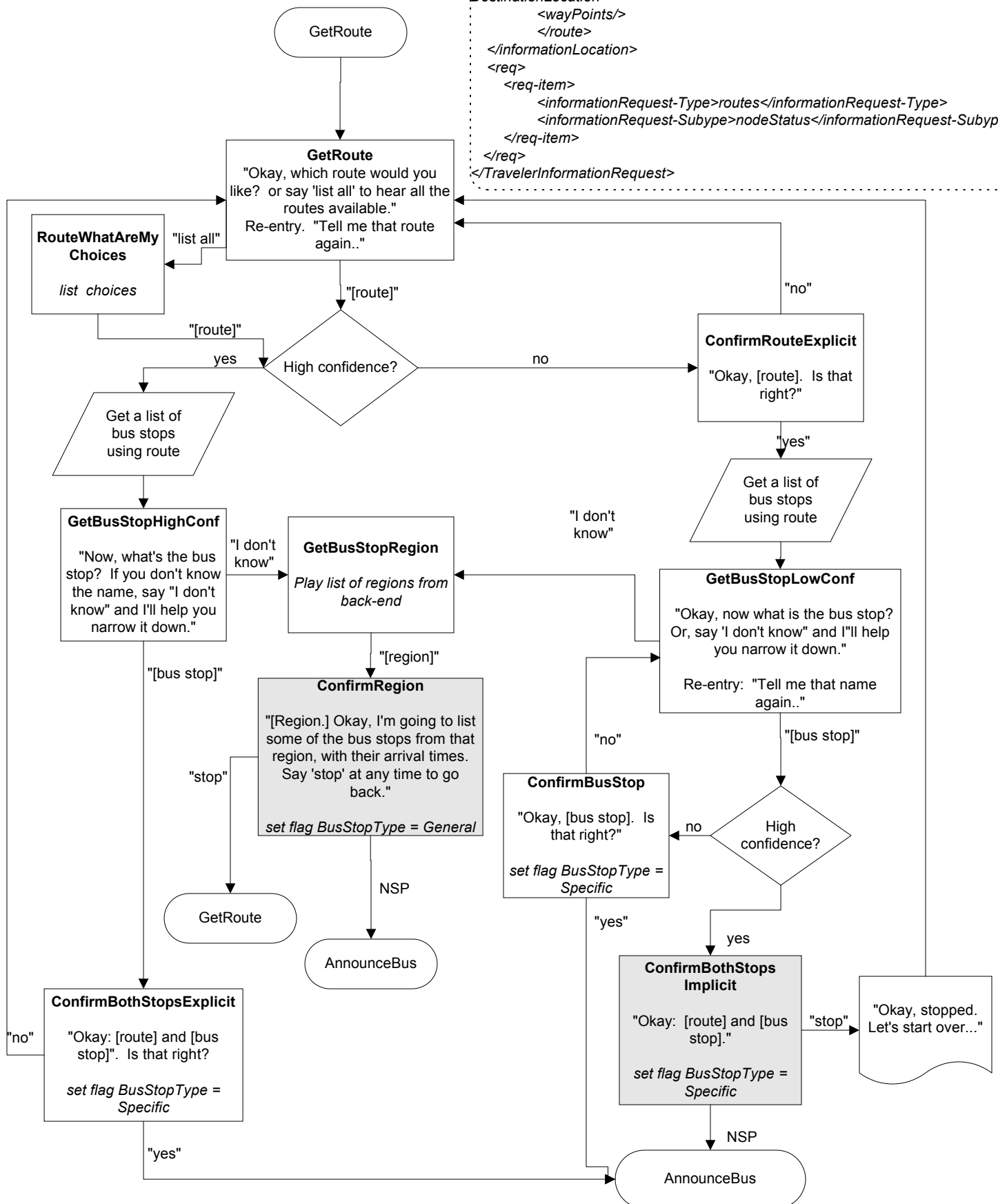


GetRoute

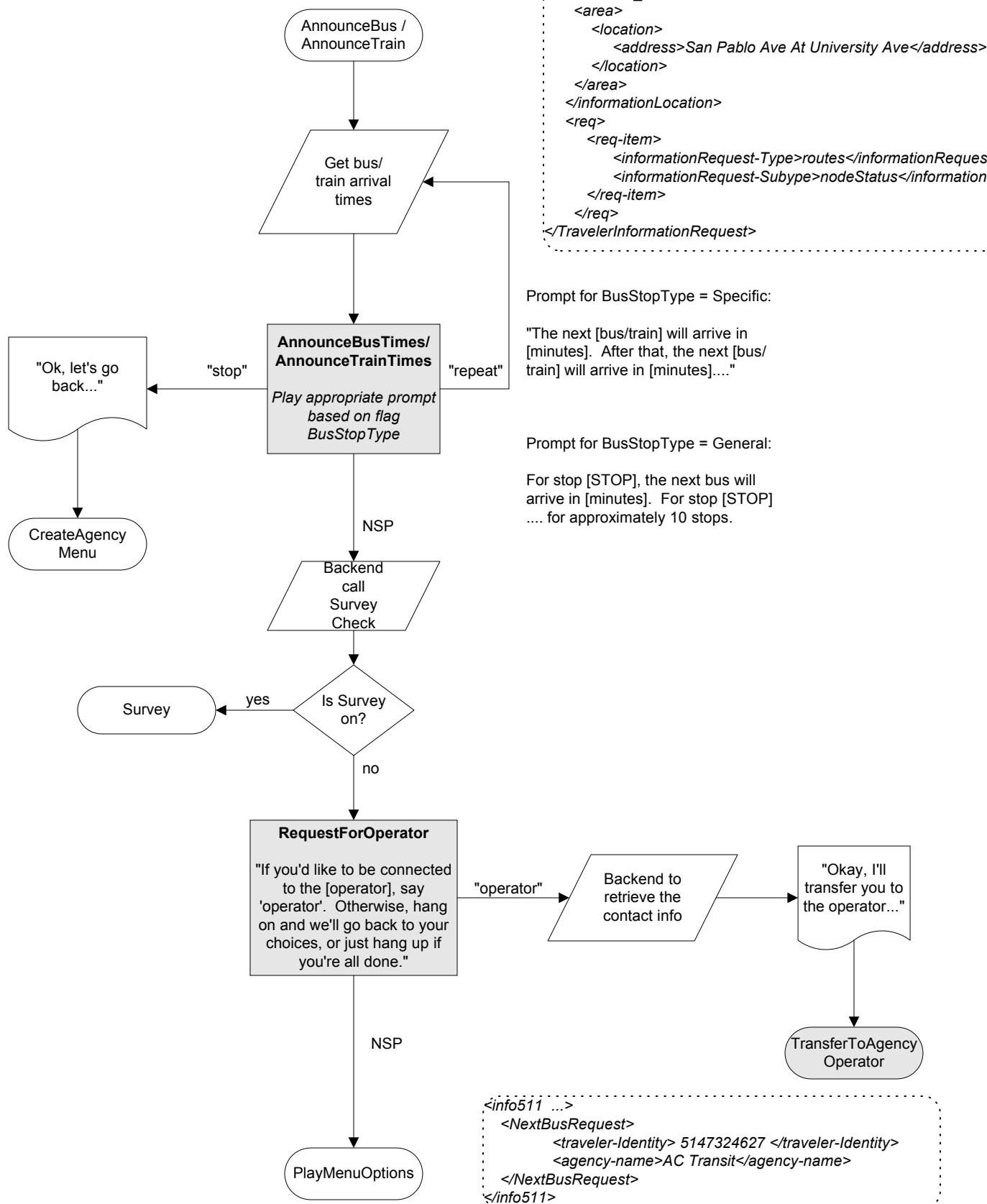
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  <traveler-Identity>5147324707</traveler-Identity>
  <informationLocation>
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      <trip-OriginLocation> <address>route 72</address></trip-
OriginLocation>
      <trip-DestinationLocation><address>north bound</address></trip-
DestinationLocation>
      <wayPoints/>
    </route>
  </informationLocation>
  <req>
    <req-item>
      <informationRequest-Type>routes</informationRequest-Type>
      <informationRequest-Subtype>nodeStatus</informationRequest-Subtype>
    </req-item>
  </req>
</TravelerInformationRequest>

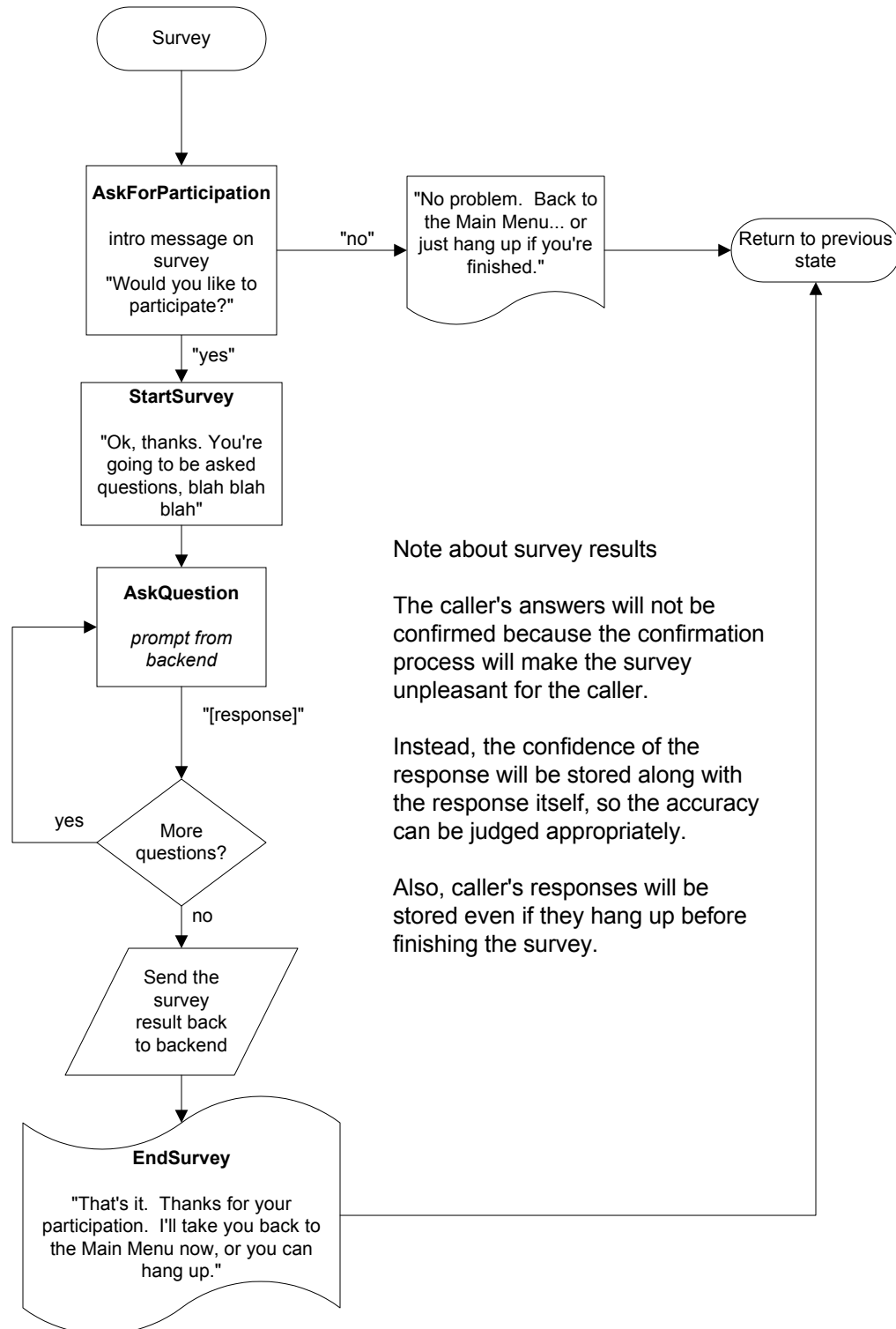
```



Announce Bus



Survey



Note about survey results

The caller's answers will not be confirmed because the confirmation process will make the survey unpleasant for the caller.

Instead, the confidence of the response will be stored along with the response itself, so the accuracy can be judged appropriately.

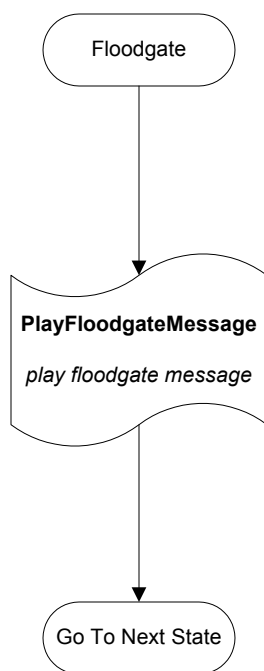
Also, caller's responses will be stored even if they hang up before finishing the survey.

```

<SurveyResults>
  <traveler-identity>5147324627</traveler-identity>
  <transaction-name>traffic incidents</transaction-name>
  <answer-list>
    <question-id>1</question-id>
    <caller-answer>very satisfied</caller-answer>
  </answer-list>
</SurveyResults>

```

Floodgate Messages



Notes on Floodgate Messages

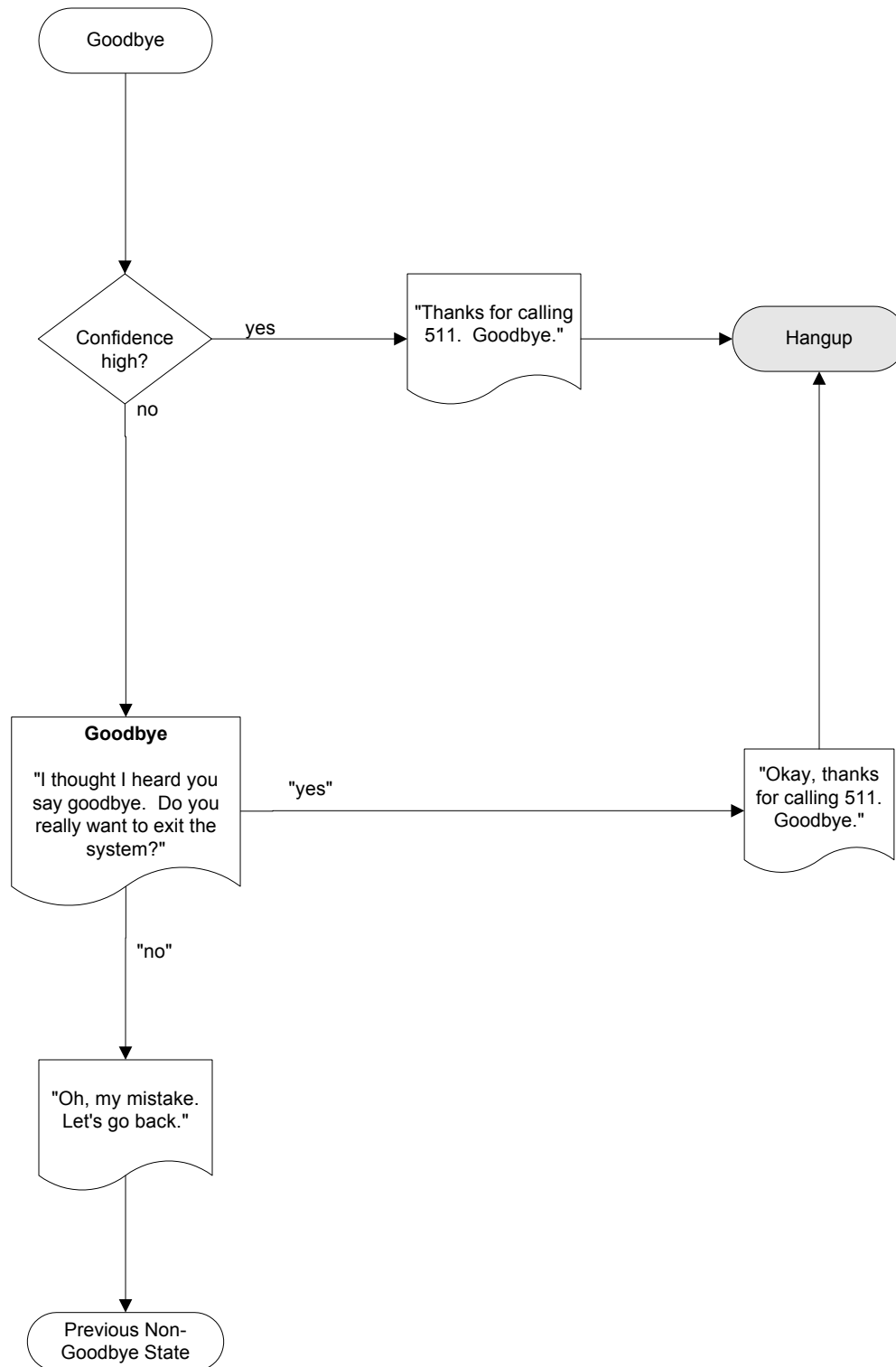
Floodgate messages are temporary, important announcements that can be played in a variety of places in the application. They are non-recognition states, so that the caller cannot barge-in. If a floodgate is active for a particular point, the prompt to be played is retrieved from the back-end. After the prompt is played, the application continues as normal.

To make the callflows more streamlined, the places floodgate messages can be used are listed here.

Floodgate Messages can be played right before each of the following places in the application:

- Main Menu
- Public Transportation Menu
- Traffic Menu
- Bicycling
- Estimated Driving Time
- ParaTransit
- Each Airport Submen
- Public Transportation Agency Menus
- Before a transfer to either of the Rideshare agencies

Goodbye





Dialog Specification

511

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1 Document Overview

1.1 Revision History

This dialog specification document is produced and controlled by Nuance Communications. All requests to make changes to this document should be directed to the authors so that changes are made by the authors through Nuance Communication's version control procedures.

Current Revision	Last Updated	Author	Notes
0.1	3/10/02	Cathy Pearl, Nuance Communications	First version
0.2	3/18/02	Cathy Pearl, Sondra Ahlen	Added rest of states
0.3	3/22/02	Cathy Pearl, Sondra Ahlen	Revisions based on internal review
0.4	4/04/02	Cathy Pearl	Modified Estimated Driving Time (and EstimatedInfoCheck) for new strategy Got rid of ConfirmNBAgency (artifcat)
0.5	5/09/02	Cathy Pearl	Made Hotword state behavior consistent Persona prompts Modified general error behavior (max prompt) Changed Welcome state Allow county when getting transit agencies Various edits
0.6	5/15/02	Cathy Pearl	Revisions based on MTC comments
0.7	5/16/02	Cathy Pearl	Changed commuter benefits to have both Solano/Napa, and other
0.8	5/24/02	Cathy Pearl	A few corrections of grammar names More dynamic state links
0.9	5/24/02	Cathy Pearl	Fixed sample dialog
1.0	6/18/02	Cathy Pearl	Changes from DTT
1.1	6/19/01	Cathy Pearl	Prompt changes (removed some superfluous transition words) DTMF prompts Added more info regarding some of the dynamic prompts

1.2 Typographical Conventions

Prompt text in sample dialogs is within quotes and bold (e.g. **"How may I help you"**).

Verbal responses from the user are within quotes (e.g. “Yes”).

Sections of dialog (in Sample Dialogs, prompts, etc.) which represent examples of Text-to-Speech (TTS) output are in square brackets “[]”.

The text “<pause>” within the prompt text denotes a pause in the prompt. The duration is typically between 1 and 2 seconds.

Natural language (NL) slots are bold and between angle brackets (< >) (e.g. <**name**>). NL slots, which are determined by the grammar being used, are filled with values based on what the caller has said. Sometimes the value of a NL slot gets stored in a system variable for later use.

System variables are bold and between square brackets ([]) (e.g. [**name**]). These are variables in the program that implements this dialog. These variables are different from natural language (NL) slots.

{ } is used to indicate a prompt should not be played every time.

1.3 Dialog State Format

A dialog state represents one conversational interchange between the system and user, typically consisting of a prompt and then the user’s response. Each recognition dialog state contains the following elements:

Description: Explains of what interaction takes place in the dialog state.

Special Features: Describes relevant special features, such as whether N-best processing is used or the state is a hotword state, and any Universal behavior (whether there are exceptions, etc.).

Entry and Exit States: Lists (as links) the possible preceding and following dialog states.

Initial Behavior: This section’s transition table shows the decisions and procedure as a caller enters a state.

Grammar: Defines the grammar for this state, by showing slot names and values. Clicking on the name will bring you to the corresponding entry in the Grammar & Slot Definition Table. Also shows sample expressions that fill the NL slots. *The ‘Sample Expressions’ lists are not exhaustive.*

Action: Action to be taken by the system (typically based on system variable values).

Help and Error Behaviors: If the help behavior for a state differs from the universal behavior, it will be noted in this section. State-specific help prompts are given in this section. Additionally, if the error behavior for a state differs from the universal behavior, it will be noted in this section.

2 Application Summary

2.1 Functionality and Features

This system offers the following principle functions:

- Traffic reports, based on a location such a highway, city, bridge, or “hot spot”
- Estimated Driving Time from point A to point B, along with relevant traffic reports
- ParaTransit—transfers callers to the appropriate agency
- Public Transportation Agencies—for each public transportation agency, a caller can choose between various options and either be transferred to an agency, or listen to a recorded message

- Carpooling/Vanpooling information—caller will be transferred to the appropriate agency
- Transit incentives information—caller will be transferred to an operator
- Airport Information—caller can get information on parking, ground transportation, or a traffic report
- Bicycling Information—caller will be transferred to an operator
- Planned Highway Construction—caller will be transferred to an operator

This dialog specification is intended to satisfy the requirements for this application, as identified in the document, 511 Requirements Specification, prepared by Nuance.

2.1.1 Filler – prefixes, suffixes

Fillers are incorporated in the grammar before (prefix) and after (suffix) the meaningful portion of the sentence. Examples of fillers are: I want to, I want, please, uh, and um.

2.1.2 Barge-in

Barge-in is the ability of the system to recognize that a caller is speaking while a prompt is still playing, and to stop playing the prompt. Barge-in enables faster service for experienced callers who can interrupt prompts, quickly going through the dialog. Less-experienced callers are still guided by full prompts.

2.1.3 N-best recognition

The N-best list is where the recognizer stores not only the result that has the highest probability but also N other results in order of decreasing probability. To avoid caller frustration and to get more calls put through successfully, the application implements a "skip list". Each time a caller makes a selection, that selection is put on the skip list. If the caller gives a negative confirmation for a selection, the caller is asked to restate the selection. If the recognition result is the same as before, the application will skip over it to the next results on the N-best list.

2.1.4 Hotword

States that utilize the Hotword functionality include feed playback and implicit confirmation. In a Hotword state, the prompt is only cut off if the user says something within grammar. All out of grammar utterances are ignored and the prompt continues playing as normal.

For example, suppose the user is listening to a traffic report, and says "pizza," which is clearly out of grammar. Because this is a Hotword state, nothing happens. In a normal state, the prompt would stop and the user would hear an error message. Hotword states do not contain error messages, because there will never be a reject error. If an utterance is out of grammar, it is ignored as if the user never spoke.

2.1.5 Confirmations

Confirmation of information is handled in two different ways: implicit confirmations, and explicit confirmations.

An *implicit* confirmation does not require the caller to say anything if the information is correct. If the information is not correct, the caller can say "stop", "cancel", etc. If the caller is silent, the application will assume the information is correct. Here are two examples, in which the caller is requesting a transit agency by city:

Caller: "Walnut Creek."
System: "Walnut Creek."
 Caller: <silent>

System: “There’s only one agency for that city: CCT. I’ll take you there now, unless you say ‘stop’ or press 1.”

Caller: “Walnut Creek.”

System: “Boulder Creek.”

Caller: “No!”

System: “Okay, canceled. Let’s try that again... Tell me the name of the starting city..”

An *explicit* confirmation means that the caller must respond before the system will continue. For example:

Caller: “Walnut Creek.”

System: “I heard: Walnut Creek. Was that right?”

Caller: “Yes.”

System: “There’s only one agency for that city: CCT. I’ll take you there now, unless you say ‘stop’ or press 1.”

Caller: “Walnut Creek.”

System: “I heard: Boulder Creek. Was that right?”

Caller: “No!”

System: “Let’s try that again. Tell me the name of the starting city.”

2.1.6 Randomization of prompts

Certain prompts that are heard over and over again have variations that are played randomly. For example, the confirmation “okay” might be randomly varied with “sure” and “got it”. This makes the system more conversational and natural.

2.2 Users

Users of this system will be diverse. Some will have been regular users of the old 817-1717 touchtone service; some may have never called the system at all. Some of the users have tried other speech applications, whereas for others this may be their first exposure.

It is assumed that some users will become experts, who call the system regularly.

2.3 Persona

The system’s persona is described fully in the Persona Requirements document. The persona will be that of “Cal North,” a retired CHP officer.

3 Dialog Flow

3.1 General Description

The general dialog flow will be as follows: as soon as the user has accessed the system, the application will play a greeting. At this point, the user will be at the Main Menu, and can go to the Traffic Menu, Public Transportation Menu, Carpooling/Vanpooling, or Bicycling information. From each submenu, the user can access different areas of the system. In many cases, users will be transferred out of the system to an agency operator.

3.2 Sample Dialogs

The following are sample dialogs between the system and users.

3.2.1 Caller asks for What Are My Choices

From the Main Menu, the callers asks for “What are my choices?”

System: “Welcome to 511, the Bay Area’s source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what’s available, say ‘What are my choices?’. You can also say ‘help’ at any time, or press 0 for touch-tone options. Now, what can I get you?”

User: “What can I do?”

System: “Here’s a list of everything you can do with the 511 system. If you hear what you’d like, feel free to interrupt me. You can ask for information on public transportation, traffic, bicycling, carpooling, or vanpooling. You can also ask for information on airports. If you want to hear about Spare the Air Day, say ‘Spare the air’. You can also go directly to any of the following: ParaTransit, Public Transit Agencies, Traffic Reports, Estimated Driving Time, or AC Transit. To hear these again, say ‘repeat’. Which would you like?”

User: “Public Transportation.”

System: “Okay, public transportation.”

3.2.2 Caller hears a traffic incident for San Antonio Road

The caller asks for the Traffic Menu, then asks for Traffic Reports. For location, the caller chooses San Antonio Road. The traffic report will play back directional information as well.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what’s available, say ‘What are my choices?’. You can also say ‘help’ at any time, or press 0 for touch-tone options. Now, what can I get you?”

User: “Information on driving.”

System: “Okay, traffic. You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?”

User: “Traffic reports.”

System: “Now tell me the name of a highway, bridge, or city—or tell me the name of a ‘hot spot’, like the MacArthur Maze. <pause 3 seconds> For a complete list of what you can ask for, say ‘list everything’. ”

User: “San Antonio Road.”

System: “San Antonio Road.”

User: <silent>

System: “We have three incidents. You can say ‘stop’ at any time. The left lane is blocked....”

3.2.3 Caller goes to Livermore Wheels, requests Lost and Found

The caller asks for the Public Transportation Menu, then asks for transit agencies. The transit agency requested is Livermore Wheels, and the option is Lost & Found, which leads to an operator.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what’s available, say ‘What are my choices?’. You can also say ‘help’ at any time, or press 0 for touch-tone options. Now, what can I get you?”

User: “I’d like public transportation.”

System: “Okay, public transportation. I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?”

User: "Umm transit agencies."
System: "Tell me the name of the transit agency, or, if you're not sure, say 'I don't know'."
User: "Livermore Wheels."
System: "All right, Livermore Wheels."
User: <silent>
System: "You can get information on schedules & fares, lost and found, bicycles, or directions. Which would you like?"
User: "Lost and found."
System: "Okay, transferring you to the lost and found operator. If you don't want to be transferred, say 'stop'."

3.2.4 Caller requests traffic info for Highway 101, system needs more detail

The caller asks for the Traffic Menu, then asks for Traffic Reports. For location, the caller says Highway 101. There are too many incidents, so the caller is asked to narrow

System: "Welcome to 511, the Bay Area's source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what's available, say 'What are my choices?'. You can also say 'help' at any time, or press 0 for touch-tone options. Now, what can I get you?"
User: "Driving."
System: "Okay, traffic. You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?"
User: "Traffic reports."
System: "Now tell me the name of a highway, bridge, or city—or tell me the name of a 'hot spot', like the MacArthur Maze. <pause 3 seconds> For a complete list of what you can ask for, say 'list everything'. "
User: "Highway 101."
System: "Highway 101."
System: "Okay, and for which city?"
User: "Menlo Park."
System: "Menlo Park. We have five incidents. You can say 'stop' at any time. There is a brush fire on the left hand side of the road..."

3.2.5 Caller requests traffic info then asks to hear list of cities

The caller asks for the Traffic Menu, then asks for Traffic Reports. For location, the caller says "list all."

System: "Welcome to 511, the Bay Area's source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what's available, say 'What are my choices?'. You can also say 'help' at any time, or press 0 for touch-tone options. Now, what can I get you?"
User: "Driving."
System: "Okay, traffic. You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?"
User: "Traffic reports."
System: "Now tell me the name of a highway, bridge, or city—or tell me the name of a 'hot spot', like the MacArthur Maze. <pause 3 seconds> For a complete list of what you can ask for, say 'list everything'. "
User: "List all."
System: "Sure...I can give you a list of highways, cities, bridges, or hot spots. Which one would you like?"
User: "I'd like a list of cities."
System: "First I'll need to narrow down the list. Say one of the following regions: San Francisco, the Peninsula, East Bay, South Bay, or the North Bay."

User: "East Bay."

System: "Here's your list of cities: You can interrupt me at any time by saying the one you want, or say 'stop'. Alameda, Alamo, Albany, Antioch, Benicia, Berkeley, Bethel Island, Brentwood, Byron, Canyon, Castro Valley, Clayton, Concord, Crockett..."

User: "Albany."

System: "Albany. We have three incidents. ..."

3.2.6 Caller gets an estimated driving time from Walnut Creek to San Francisco

The caller asks for estimated driving time from the main menu, and chooses "Walnut Creek" as the starting point, and "San Francisco" as the ending point. The starting point was recognized with high confidence.

System: "Welcome to 511, the Bay Area's source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what's available, say 'What are my choices?'. You can also say 'help' at any time, or press 0 for touch-tone options. Now, what can I get you?"

User: "I'd like a driving time estimate."

System: "Okay, Estimated Driving Time. First, let's get the starting point. Tell me the name of the city or hot spot, like the MacArthur Maze. To hear a list of everything you can say, say 'list everything'."

User: "Walnut Creek."

System: "Okay, now for the ending point. Tell me the name of the city or 'hot spot'."

User: "San Francisco."

System: "Your starting point is: Walnut Creek, Your ending point is: San Francisco. Was that right?"

User: "Yes."

System: "There are 2 possible routes. Highway 24 will take about 1 hour, 3 minutes, and taking Highway 880 will take about 55 minutes. Now I'll tell you the traffic incidents for these routes. Say 'next route' to skip to the next one, or say 'stop' if you're through listening"

3.2.7 Caller wants a ParaTransit agency, but is not sure what the name is

The caller asks for public transportation from the Main Menu, then ParaTransit. When asked which agency, the caller isn't sure, so says the name of the city instead.

System: "Welcome to 511, the Bay Area's source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what's available, say 'What are my choices?'. You can also say 'help' at any time, or press 0 for touch-tone options. Now, what can I get you?"

User: "Public transportation."

System: "Okay, public transportation. I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?"

User: "I want ParaTransit."

System: "Now tell me the name of the agency you want, or, if you're not sure, just give me the name of the city."

User: "Umm, it's for Hayward."

System: "The ParaTransit agency for Hayward is Hayward Wheels. I'll go ahead and transfer you now, unless you say 'stop' or press 1."

3.2.8 Caller tries to get info for an estimated driving time, but errors out

Caller asks for estimated driving time from the main menu, enters a starting location fine, but then errors out on the ending location when requesting a hot spot that isn't in the grammar, and is taken back to the Traffic Menu.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation. [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what’s available, say ‘What are my choices?’. You can also say ‘help’ at any time, or press 0 for touch-tone options. Now, what can I get you?”

User: “I’d like a driving time estimate.”

System: “Okay, Estimated Driving Time. First, let’s get the starting point. Tell me the name of the city or hot spot, like the MacArthur Maze. To hear a list of everything you can say, say ‘list everything’.”

User: “Pac Bell Park.”

System: “Okay, now for the ending point. Tell me the name of the city or ‘hot spot’.”

User: “The windmills.”

System: “Sorry?”

User: “Those windmills by um the pass..”

System: “I missed that. You can say a city or ‘hot spot’ Say ‘help’ or press 0 for more info. ”

User: “The turbines.”

System: “I still didn’t get that. Let’s back up. [Landmark] You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?”

3.2.9 Caller is looking for vanpool information for San Francisco

From the Main Menu, the caller asks for “vanpooling”.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation.”

User: “Vanpooling.”

System: “”

User: “Everywhere else.”

System: “Now, stay on the line while I transfer you to the Rideshare operator, or say ‘stop’ or press 1 if you don’t want this transfer.”

User: <silent>

System: *Transfers call.*

3.2.10 Caller wants parking and traffic reports for San Jose Airport

From the Main Menu, the caller asks for “airports”.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation.”

User: “Airports.”

System: “You can ask for information on San Francisco, San Jose, Sacramento, or Oakland International airport . Which would you like?”

User: “San Jose, please.”

A floodgate message is available for SJC airport.

System: “Special notice: Due to high security measures instituted for your safety and the safety of others, San Jose Airport requests that you arrive well in advance of scheduled flight times.”

System: “I can give you information on traffic incidents, parking, or ground transportation. Which would you like?”

User: “Parking.”

Back-end returns a prompt file.

System: “Okay. To interrupt the following message on airport parking, just say ‘stop’.

System: System plays pre-recorded message about parking at San Jose International airport.

System: “To hear that again, say ‘repeat.’ Now, I can get you more airport information, or take you back to the Main Menu. If you’re all finished, you can just hang up. ”

User: “More information”

System: “I can give you information on traffic incidents, parking, or ground transportation. Which would you like?”

User: “Traffic.”

System: “Sure. Traffic incidents.”

System: “We have one incident. You can say ‘stop’ at any time.”

...

3.2.11 Caller gets information on transit incentives.

From the Main Menu, the callers asks for “public transportation”.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation.”

User: “Public transportation.”

System: “I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?”

User: “Um, transit incentives.”

System: “. I can transfer you to an operator if you'd like to know more. To get information about Commuter Incentives, including the Commuter Tax Benefit program, say 'Commuter Incentives'. If you want information specifically for Solano or Napa counties, please say 'Solano' or 'Napa'. To start over, just say 'Main Menu'.

User: “Main Menu.”

System: “[Landmark] Main Menu. I can get you information on public transportation, traffic, bicycling, carpooling or vanpooling. <3 second pause> You can also say ‘What are my choices?’. If you’re finished, say ‘goodbye.’”

3.2.12 Caller asks for a specific agency name too early, errors back to Main and tries again

From the Main Menu, the callers asks for “public transportation”.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation.”

User: “Public transportation.”

System: “I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?”

User: “I need AC Transit please.”

System: “Sorry?”

User: “A C Transit.”

System: “I didn’t catch that. You can choose public transit agencies, transit incentives, airports, or ParaTransit. Say ‘help’ or press 0 for more information.”

User: “Help.”

System: “Sure, here’s some help. Remember, to start over, you can say ‘Main Menu’ at any time. Right now, you can ask for any of the following four choices: transit agencies (like AC Transit or BART), airports, transit incentives, or ParaTransit agencies. ParaTransit includes agencies serving disabled commuters. Transit incentives include pre-tax benefits. Which would you like?”

User: “Public transportation agencies.”

System: “Tell me the name of the transit agency, or, if you’re not sure, say ‘I don’t know’.”

User: “It’s AC Transit.”

System: “All right, AC Transit.”

User: “Good.” [Good is not one of the hotwords (e.g. ‘stop’), the system successfully continues]

System: [System plays the AC Transit agency menu]

...

3.2.13 Caller asks for when the next 72L bus will arrive, needs to add the direction, gets information on that route and related routes

From the Main Menu, the callers asks for “public transportation”.

System: “Welcome to 511, the Bay Area’s source for traffic and transportation.”
User: “Public transportation.”
System: “I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?”
User: “Public transportation agencies.”
System: “Tell me the name of the transit agency, or, if you’re not sure, say ‘I don’t know’.”
User: “I want AC Transit.”
System: “All right, AC Transit.”
User: [user says nothing, the system continues]
System: [System plays the AC Transit agency menu, including the ‘next bus’ option]
User: “I need the next bus.”
System: “Okay, which route would you like? To hear all available routes say ‘list all’.”
User: “The seventy-two L.”
System: “What was that?”
User: “The seventy-two L.”
System: “I missed that. Please say the full name of the bus route you want information for, such as 72 Northbound or 72L Southbound.”
User: “The seventy-two L Southbound.”
[recognition confidence is high, explicit confirmation is unnecessary]
System: “Now, what’s the bus stop? If you’re not sure, say ‘I don’t know’ and I’ll help you narrow it down.”
User: “San Pablo and McBryde.”
System: “Okay: 72L and San Pablo and McBryde. Was that right?”
User: “Yep.”
System: “You can say ‘stop’ or ‘repeat’ at any time. The next bus will arrive...”

3.3 Universal Behaviors

Certain capabilities and behavior are available in all dialog states, unless otherwise specified. These are called “Universals”.

3.3.1 Universal Actions

In most recognition states, the ‘Universal Actions’ grammar will be active. This grammar is typically used to allow callers to ask for help, repeat prompts, or go back to the Main Menu. Examples of expressions and corresponding action NL slot fill values are shown in the table below. Any exceptions to Universal behaviors are noted in the ‘Special Features’ section of the state description.

NL Slots	Values	Sample Expressions
<action>	Help	“I need help please” “help”
	Repeat	“repeat”
	Main Menu	“main menu”
	Goodbye	“goodbye” “exit”
	Cancel	“stop” “cancel”

	Go back	“go back”
--	---------	-----------

Each value for the vertical <action> NL slot will correspond to a specific action as outlined below. These are the default behaviors, and some states may override the behavior. *Any states that differ from this default behavior will note the new behavior in the Action section.*

Condition	Action	Goto
<action repeat>	Replay the last relevant prompt played	Continue with rec
<action help>	Play the state-specific help prompt	Continue with rec
<action main menu>	--	5.2 MainMenu
<action goodbye>	--	5.93 Goodbye
<action cancel>	Canceled.wav Okay, canceled.	Go back one state
<action go_back>	--	Go back one state

3.3.2 Universal Error Handling

Both help requests and recognition errors are handled in an "escalating" manner. Each time a recognition error occurs or each time a caller asks for help, the system gives the caller more detailed instructions on what can be said in that state

The system counts the number of recognition errors and if this number exceeds a maximum count of (3-5), then the caller is usually taken to a previous state in the application. At the Main Menu, the system will eventually hang up on the caller after the Main Menu state itself has had a maximum number of errors (six).

Errors are handled in a uniform manner, but differ depending on the number of times the error has occurred within a particular dialog state.

NSP (No Speech timeout) should be set to 5 seconds, unless otherwise indicated.

On the first error, only a short error prompt is played, as defined below. This error message is randomized.

On the second (or more) error, the appropriate Universal error prompt is played, followed by the state-specific error prompt as described in the dialog state.

On the maximum error (which might be different in different states, but will be at least the third error), the appropriate Universal prompt is played, followed by the state-specific error prompt as described in the dialog state.

Error Type	Prompt Text	Note
FIRST ERROR: Input Rejected (REJ) Too Much Speech (TMS) Recognition Too Slow (RTS) Speech Too Early (STE) No Speech Time Out (NSP)	Randomize: UE_Error1_a.wav Sorry? UE_Error1_b.wav What was that?	NO state-specific error prompt is played

SECOND OR LATER ERROR: Input Rejected (REJ) Too Much Speech (TMS) Recognition Too Slow (RTS) Speech Too Early (STE) No Speech Time Out (NSP)	Randomize: UE_Rej_2a.wav I missed that. UE_Rej_2b.wav I didn't catch that.	Then play state-specific error, as described in dialog state.
MAX ERROR: Input Rejected (REJ) Too Much Speech (TMS) Recognition Too Slow (RTS) Speech Too Early (STE) No Speech Time Out (NSP)	UE_Rej_Max.wav I still didn't get that.	Then play state-specific error, as described in dialog state.
DTMF error prompts: Any time user presses invalid DTMF key.	UE_DTMF.wav That's not a touch-tone I recognize. Press 0 to hear a list of available touch-tone commands.	NO state-specific error prompt is played.

3.3.2.1 Sample Interaction

System: “I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?”

User: “Umm I think I want to get information about where I can talk to a public transportation operator...”

System: “Sorry?”

User: “I mean I want to talk to someone about bus tickets.”

System: “I missed that. You can choose public transit agencies, transit incentives, airports, or ParaTransit. Say ‘help’ or press 0 for more information.”

Caller: “Oh, public transportation agencies.”

System: “Tell me the name of the transit agency, or, if you’re not sure, say ‘I don’t know’.

3.3.3 General System Errors

In the case where there is an unexpected system error, one of the following error prompts should be played, as appropriate:

SystemError_HangUp.wav Sorry, but the system is having some technical difficulties. Please try calling again later. Thank you. Goodbye.

SystemError_MainMenu.wav Sorry, but the system seems to be having some problems. Let’s go back to the Main Menu.

SystemError_General.wav Sorry, but the system seems to be having some problems. Let’s back up.

4 Callflow

Callflows are captured in a separate document.

5 Dialog States

This section provides details of the system behavior in each dialog state.

Welcome and Menu States

5.1 Welcome

5.1.1 Description

This state is called when the user first dials into the system. It plays a short welcome prompt.

If there is a floodgate to be played before the Main Menu, the Welcome state should have barged-in turned off. If there is no floodgate, barge-in should be turned on, and the same grammars/prompts/etc. used in the Main Menu state should be used.

5.1.2 Special Features

Set NSP to 1 second.

Universal Actions are active in this state.

5.1.3 Entry and Exit States

Entry States	Exit States
Start of call	5.2 MainMenu 5.6 TrafficMenu 5.5 PublicTransportationMenu 5.63 BicyclingMain 5.66 GetAirport 5.58 RideshareMain 5.46 CreateAgencyMenu (non-rec) 5.38 GetTransitAgency 5.54 GetParaTransitAgency 5.7 GetLocation 5.19 GetStartingPoint 5.3 WhatAreMyChoices 5.4 SpareTheAir Hang up

5.1.4 Initial Behavior

Condition	Action	Goto
No floodgate message	Enable barge-in Welcome_init.wav Welcome to 511, the Bay Area's source for traffic and transportation.	Continue with rec in this state
Floodgate message	Disable barge-in Set ep.PrepareForBargeIn=FALSE Welcome_init.wav Welcome to 511, the Bay Area's source for traffic and transportation. Play floodgate Set ep.PrepareForBaregIn=TRUE	5.2 MainMenu

5.1.5 Grammar: Welcome

NL Slot	Values
<action>	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices, yes, none

Sample Expressions	Slots Filled
What are my choices?	<action what_are_my_choices>
Information on driving	<action driving>
Public transportation, please	<action publictrans_menu>
Get me information on carpooling and vanpooling	<action rideshare>
Spare the Air day	<action spare_the_air>

5.1.6 Action

Slots	Condition	Action	Goto
--	NSP	--	5.2 MainMenu
<action cancel>	--	MainMenu_cancel.wav Okay, canceled. [Landmark] Main Menu. What would you like to do?	Continue with rec in this state
<action traffic_menu>	--	Randomize: MainMenu_action1a.wav Okay, traffic. MainMenu_action1b.wav Sure, traffic. MainMenu_action1c.wav Okay, traffic information. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.6 TrafficMenu

< action public_transportation >	--	Randomize: MainMenu_action2a.wav Okay, public transportation. MainMenu_action2b.wav Sure, public transportation. MainMenu_action2c.wav Public transportation. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.5 PublicTransportatio nMenu
< action rideshare>	--	Randomize: MainMenu_action3a.wav Sure, carpooling and vanpooling. MainMenu_action3b.wav Carpooling and vanpooling. MainMenu_action3c.wav Okay, carpooling and vanpooling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.58 RideshareMain
< action bicycling>	--	Randomize: MainMenu_action4a.wav Bicycling. MainMenu_action4b.wav Okay, bicycling. MainMenu_action4c.wav Sure, bicycling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.63 BicyclingMain
< action airport>	--	Randomize: MainMenu_action5a.wav Airports. MainMenu_action5b.wav Okay, airports. MainMenu_action5c.wav Sure, airports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.66 GetAirport

<action paratransit>	--	Randomize: MainMenu_action6a.wav Sure, ParaTransit. MainMenu_action6b.wav Okay, ParaTransit. MainMenu_action6c.wav ParaTransit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.54 GetParaTransitAgency
<action transit_agencies>	--	Randomize MainMenu_action7a.wav Sure, transit agencies. MainMenu_action7b.wav Okay, transit agencies. MainMenu_action7c.wav Transit agencies. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.38 GetTransitAgency
<action ac_transit>	--	Randomize: MainMenu_action8a.wav AC Transit. MainMenu_action8b.wav Sure, AC Transit. MainMenu_action8c.wav Okay, AC Transit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.' Set AGENCY=AC_TRANSIT	5.46 CreateAgencyMenu (non-rec)
<action traffic>	--	Randomize: MainMenu_action9a.wav Traffic reports. MainMenu_action9b.wav Okay, traffic reports. MainMenu_action9c.wav Sure, traffic reports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.7 GetLocation

<action estimated_driving>	--	Randomize: MainMenu_action10a.wav Estimated driving time. MainMenu_action10b.wav Sure, estimated driving time. MainMenu_action10c.wav Okay, Estimated Driving Time. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.19 GetStartingPoint
<action what_are_my_choic es>	--	--	5.3 WhatAreMyChoices
<action spare_the_air>	--	--	5.4 SpareTheAir
<action yes>	--	MainMenu_actionyes.wav Which would you like? To hear a complete list of what's available, say 'What are my choices?'	Continue with rec in this state
<action none>	--	MainMenu_actionnone.wav If you'd like to hear a complete list of what's available, say 'What are my choices?'	Continue with rec in this state

5.1.7 Error Behavior

Condition	Action	Goto
n=1	MainMenu_err1.wav [COACHING note: downplay "Sorry"]Sorry, I didn't catch that. You can ask me for information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	Continue with rec in this state.
n=2; ERR = REJECT	Concatenate: Universal Error Prompt for n=2. MainMenu_err2.wav <brief pause> To hear a complete list of what's available, say 'What are my choices?' <3 second pause> You can press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=2; ERR=NSP	Concatenate: Universal Error Prompt for n=2. MainMenu_err2a.wav To hear a complete list of what's available, say 'What are my choices?' You can press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state

n=3-5	Concatenate: Universal Error Prompt for n=2. MainMenu_err3a.wav To hear a complete list of what's available, say 'What are my choices?', or for more information, say 'help'. You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=6 (max)	Concatenate: Universal Error Prompt for n=max. MainMenu_maxerr.wav I'm afraid I'm having some difficulty with your request. Please try again later. Thanks, and goodbye.	Hang up

5.1.8 Help Behavior

Condition	Action	Goto
--	MainMenu_help.wav Okay, here's some help for you. Here at the Main Menu, you can say things like 'traffic information,' 'public transportation information', or 'carpooling'. For a complete list of what's available, say 'What are my choices?' Press 0 to get a list of touch-tone commands at any time during your call. And remember, you can say 'help' or 'repeat' at any time. What would you like?	Continue with rec in this state.

5.2 MainMenu

5.2.1 Description

This is the Main Menu. A caller will hear this after the Welcome prompt (and any possible Floodgate messages). A caller will also return to this state after completing a transaction, or after saying “Main Menu” from anywhere in the application.

From the Main Menu, the caller is offered several main options: Driving, Public Transportation, Carpooling or Vanpooling, or Bicycling. A caller can also hear all options by asking “What are my choices?”

Shortcuts are also available from the Main Menu, but not necessarily mentioned in the prompts. These include: going directly to the AC Transit menu, going to Airports, going directly to ParaTransit or the Public Transportation Menu, going directly to Traffic Incidents, or going directly to Estimated Driving Time.

The caller can also say “Spare the air” from the Main Menu. When a Floodgate message is active for Spare the Air, this will transfer to an operator. When an operator is not available, the caller will be transferred to a recorded message.

5.2.2 Special Features

Universal Actions are active in this state.

5.2.3 Entry and Exit States

Entry States	Exit States
5.1 Welcome 5.3 WhatAreMyChoices 5.5 PublicTransportationMenu 5.6 TrafficMenu 5.18 PostPlayTrafficIncidents	5.6 TrafficMenu 5.5 PublicTransportationMenu 5.63 BicyclingMain 5.66 GetAirport 5.58 RideshareMain 5.46 CreateAgencyMenu (non-rec) 5.38 GetTransitAgency 5.54 GetParaTransitAgency 5.7 GetLocation 5.19 GetStartingPoint 5.3 WhatAreMyChoices 5.4 SpareTheAir Hang up

5.2.4 Initial Behavior

Condition	Action	Goto
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First entry	MainMenu_init.wav [Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what's available, say 'What are my choices?'. You can also say 'help' at any time, or press 0 for touch-tone options. Now, what can I get you?	Continue with rec in this state
All re-entries	MainMenu_init1.wav [Landmark] Main Menu. I can get you information on public transportation, traffic, bicycling, carpooling or vanpooling. <3 second pause> You can also say 'What are my choices?'. If you're finished, say 'goodbye.'	Continue with rec in this state

5.2.5 Grammar: MainMenu

NL Slot	Values
<action>	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices, yes, none

Sample Expressions	Slots Filled
What are my choices?	<action what_are_my_choices>
Information on driving	<action driving>
Public transportation, please	<action publictrans_menu>
Get me information on carpooling and vanpooling	<action rideshare>
Spare the Air day	<action spare_the_air>

5.2.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	MainMenu_cancel.wav Okay, canceled. [Landmark] Main Menu. Now, what would you like?	Continue with rec in this state
<action traffic_menu>	--	Randomize: MainMenu_action1a.wav Okay, traffic. MainMenu_action1b.wav Sure, traffic. MainMenu_action1c.wav Okay, traffic information. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.6 TrafficMenu

< action public_transportation>	--	Randomize: MainMenu_action2a.wav Okay, public transportation. MainMenu_action2b.wav Sure, public transportation. MainMenu_action2c.wav Public transportation. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.5 PublicTransporta tionMenu
< action rideshare>	--	Randomize: MainMenu_action3a.wav Sure, carpooling and vanpooling. MainMenu_action3b.wav Carpooling and vanpooling. MainMenu_action3c.wav Okay, carpooling and vanpooling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.58 RideshareMain
< action bicycling>	--	Randomize: MainMenu_action4a.wav Bicycling. MainMenu_action4b.wav Okay, bicycling. MainMenu_action4c.wav Sure, bicycling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.63 BicyclingMain
< action airport>	--	Randomize: MainMenu_action5a.wav Airports. MainMenu_action5b.wav Okay, airports. MainMenu_action5c.wav Sure, airports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say ‘Main Menu.’	5.66 GetAirport

<action paratransit>	--	Randomize: MainMenu_action6a.wav Sure, ParaTransit. MainMenu_action6b.wav Okay, ParaTransit. MainMenu_action6c.wav ParaTransit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.54 GetParaTransitA gency
<action transit_agencies>	--	Randomize MainMenu_action7a.wav Sure, transit agencies. MainMenu_action7b.wav Okay, transit agencies. MainMenu_action7c.wav Transit agencies. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.38 GetTransitAgenc y
<action ac_transit>	--	Randomize: MainMenu_action8a.wav AC Transit. MainMenu_action8b.wav Sure, AC Transit. MainMenu_action8c.wav Okay, AC Transit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.' Set AGENCY=AC_TRANSIT	5.46 CreateAgencyM enu (non-rec)
<action traffic>	--	Randomize: MainMenu_action9a.wav Traffic reports. MainMenu_action9b.wav Okay, traffic reports. MainMenu_action9c.wav Sure, traffic reports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.7 GetLocation

<action estimated_driving>	--	Randomize: MainMenu_action10a.wav Estimated driving time. MainMenu_action10b.wav Sure, estimated driving time. MainMenu_action10c.wav Okay, Estimated Driving Time. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.19 GetStartingPoint
<action what_are_my_choices >	--	--	5.3 WhatAreMyChoices
<action spare_the_air>	--	--	5.4 SpareTheAir
<action yes>	--	MainMenu_actionyes.wav Which would you like? To hear a complete list of what's available, say 'What are my choices?'	Continue with rec in this state
<action none>	--	MainMenu_actionnone.wav If you'd like to hear a complete list of what's available, say 'What are my choices?'	Continue with rec in this state

5.2.7 Error Behavior

Condition	Action	Goto
n=1	MainMenu_err1.wav [COACHING note: downplay "Sorry"]Sorry, I didn't catch that. You can ask me for information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	Continue with rec in this state.
n=2; ERR = REJECT	Concatenate: Universal Error Prompt for n=2. MainMenu_err2.wav <brief pause> To hear a complete list of what's available, say 'What are my choices?' <3 second pause> You can press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=2; ERR=NSP	Concatenate: Universal Error Prompt for n=2. MainMenu_err2a.wav To hear a complete list of what's available, say 'What are my choices?' You can press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state

n=3-5	Concatenate: Universal Error Prompt for n=2. MainMenu_err3a.wav To hear a complete list of what's available, say 'What are my choices?', or for more information, say 'help'. You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=6 (max)	Concatenate: Universal Error Prompt for n=max. MainMenu_maxerr.wav I'm afraid I'm having some difficulty with your request. Please try again later. Thanks, and goodbye.	Hang up

5.2.8 Help Behavior

Condition	Action	Goto
--	MainMenu_help.wav Okay, here's some help for you. Here at the Main Menu, you can say things like 'traffic information', 'public transportation information', or 'carpooling'. For a complete list is what's available, say 'What are my choices?'. Press 0 to get a list of touch-tone commands at any time during your call. And remember, you can say 'help' or 'repeat' at any time. What would you like?	Continue with rec in this state

5.3 WhatAreMyChoices

5.3.1 Description

This state is reached from the Main Menu when the caller requests “What are my choices?” It plays a list of all of the possible things the caller can do from the Main Menu. This is in addition to the standard ‘help’ prompt, which is much shorter. This list is lengthy, and assumes callers will barge-in when they hear the option they want.

The grammars and actions are nearly identical to the Main Menu state.

5.3.2 Special Features

Universal Actions are active in this state.

5.3.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.1 Welcome	5.6 TrafficMenu 5.5 PublicTransportationMenu 5.63 BicyclingMain 5.66 GetAirport 5.58 RideshareMain 5.46 CreateAgencyMenu (non-rec) 5.38 GetTransitAgency 5.54 GetParaTransitAgency 5.7 GetLocation 5.19 GetStartingPoint 5.3 WhatAreMyChoices 5.4 SpareTheAir 5.2 MainMenu

5.3.4 Initial Behavior

Condition	Action	Goto
--	WhatAreMyChoices_init.wav Here’s a list of everything you can do with the 511 system. If you hear what you’d like, feel free to interrupt me. You can ask for information on public transportation, traffic, bicycling, carpooling, or vanpooling. You can also ask for information on airports. If you want to hear about Spare the Air Day, say ‘Spare the air’. You can also go directly to any of the following: ParaTransit, Public Transit Agencies, Traffic Reports, Estimated Driving Time, or AC Transit. To hear these again, say ‘repeat’. Which would you like?	Continue with rec in this state

5.3.5 Grammar: WhatAreMyChoices

NL Slot	Values
<action>	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices

Sample Expressions	Slots Filled
What are my choices?	<action what_are_my_choices>
Information on driving	<action driving>
Public transportation, please	<action publictrans_menu>
Get me information on carpooling and vanpooling	<action rideshare>
Spare the Air day	<action spare_the_air>

5.3.6 Action

Slots	Condition	Action	Goto
<action traffic_menu>	--	Randomize: MainMenu_action1a.wav Okay, traffic. MainMenu_action1b.wav Sure, traffic. MainMenu_action1c.wav Okay, traffic information. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.6 TrafficMenu
<action public_transportation>	--	Randomize: MainMenu_action2a.wav Okay, public transportation. MainMenu_action2b.wav Sure, public transportation. MainMenu_action2c.wav Public transportation. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.5 PublicTransportationMenu

<action rideshare>	--	Randomize: MainMenu_action3a.wav Sure, carpooling and vanpooling. MainMenu_action3b.wav Carpooling and vanpooling. MainMenu_action3c.wav Okay, carpooling and vanpooling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.58 RideshareMain
<action bicycling>	--	Randomize: MainMenu_action4a.wav Bicycling. MainMenu_action4b.wav Okay, bicycling. MainMenu_action4c.wav Sure, bicycling. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.63 BicyclingMain
<action airport>	--	Randomize: MainMenu_action5a.wav Airports. MainMenu_action5b.wav Okay, airports. MainMenu_action5c.wav Sure, airports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.66 GetAirport
<action paratransit>	--	Randomize: MainMenu_action6a.wav Sure, ParaTransit. MainMenu_action6b.wav Okay, ParaTransit. MainMenu_action6c.wav ParaTransit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.54 GetParaTransit Agency

<action transit_agencies>	--	Randomize MainMenu_action7a.wav Sure, transit agencies. MainMenu_action7b.wav Okay, transit agencies. MainMenu_action7c.wav Transit agencies. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.38 GetTransitAgency
<action ac_transit>	--	Randomize: MainMenu_action8a.wav AC Transit. MainMenu_action8b.wav Sure, AC Transit. MainMenu_action8c.wav Okay, AC Transit. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.' Set AGENCY=AC_TRANSIT	5.46 CreateAgencyMenu (non-rec)
<action traffic>	--	Randomize: MainMenu_action9a.wav Traffic reports. MainMenu_action9b.wav Okay, traffic reports. MainMenu_action9c.wav Sure, traffic reports. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.7 GetLocation
<action estimated_driving>	--	Randomize: MainMenu_action10a.wav Estimated driving time. MainMenu_action10b.wav Sure, estimated driving time. MainMenu_action10c.wav Okay, Estimated Driving Time. Concat with: {play 1 out of 4 times} MainMenu_tip.wav By the way, to start over at any time, just say 'Main Menu.'	5.19 GetStartingPoint
<action what_are_my_choices>	--	--	5.3 WhatAreMyChoices
<action spare_the_air>	--	--	5.4 SpareTheAir

5.3.7 Error Behavior

Condition	Action	Goto
n=1;	WhatAreMyChoices_err1.wav I'm afraid I didn't catch that. You can get information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. WhatAreMyChoices_err2.wav What would you like to do? To hear the choices again, say 'repeat.' <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	5.2 MainMenu

5.3.8 Help Behavior

Condition	Action	Goto
--	WhatAreMyChoices_help.wav Here's some help. You can get information by saying 'public transportation,' 'traffic,' 'bicycling,' 'carpooling,' or 'vanpooling.' For a complete list of what's available, say 'repeat'.	Continue with rec in this state.

5.4 SpareTheAir

5.4.1 Description

This state is reached from the Main Menu when the caller says “Spare the Air day”. On Spare the Air day, a Floodgate message will be played before the Main Menu letting callers know they can say it to hear more information. When there is no Floodgate and the caller says it, they’ll be transferred to the same Spare the Air operator number and will hear a recorded message instead of getting a live person.

5.4.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.4.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.1 Welcome	5.2 MainMenu Transfer to Spare the Air Operator

5.4.4 Initial Behavior

Condition	Action	Goto
--	SpareTheAir_init.wav Spare the Air day...stay on the line while I transfer you to an operator <1 second pause> If you don’t want to be transferred, say ‘stop’ or press 1.	Continue with rec in this state

5.4.5 Grammar: SpareTheAir

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Go back	<action go_back>
Main menu	<action main_menu>
Help	<action help>

5.4.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled.wav Okay, canceled.	5.2 MainMenu
NSP	--	--	Transfer to SpareTheAir Operator
<action go_back>	--	--	5.2 MainMenu
<action help>	--	Play the help prompt	Continue with rec in this state
<action main_menu>	--	--	5.2 MainMenu

5.4.7 Error Behavior

None.

5.4.8 Help Behavior

Condition	Action	Goto
--	SpareTheAir_help.wav Here's some help. If you don't want to connect to the Spare the Air operator, say 'stop' or press 1. Or stay on the line, and I'll transfer you.	Continue with rec in this state.

5.5 PublicTransportationMenu

5.5.1 Description

This state is reached from the Main Menu when the caller requests “Public Transportation”. It presents the caller with four choices: information on ParaTransit, Transit Agencies, Transit Incentives, or Airports.

5.5.2 Special Features

Universal Actions are active in this state.

5.5.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.38 GetTransitAgency 5.54 GetParaTransitAgency 5.1 Welcome	5.54 GetParaTransitAgency 5.38 GetTransitAgency 5.61 PretaxMain 5.66 GetAirport 5.2 MainMenu

5.5.4 Initial Behavior

Condition	Action	Goto
--	Check for floodgate message and play if available PublicTransMenu_init.wav I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?	Continue with rec in this state

5.5.5 Grammar: PublicTransportationMenu

NL Slot	Values
<menu_option>	transit_agencies, trans_incentives, airport, paratransit

Sample Expressions	Slots Filled
Information on agencies please	<menu_option transit_agencies>
Um, I'd like commuter incentives	<menu_option trans_incentives>
Info on airports	<menu_option airport>
I want ParaTransit	<menu_option paratransit>

5.5.6 Action

Slots	Condition	Action	Goto
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<menu_option transit_agencies>	--	--	5.38 GetTransitAgency
<menu_option trans_incentives>	--	--	5.61 PretaxMain
<menu_option airport>	--	--	5.66 GetAirport
<menu_option paratransit>	--	--	5.54 GetParaTransitAgency

5.5.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PublicTransMenu_err2.wav You can choose public transit agencies, transit incentives, airports, or ParaTransit. Say 'help' or press 0 for more information.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	5.2 MainMenu

5.5.8 Help Behavior

Condition	Action	Goto
--	PublicTransMenu_help.wav Sure, here's some help. Remember, to start over, you can say 'Main Menu' at any time. Right now, you can ask for any of the following four choices: transit agencies (like AC Transit or BART), airports, transit incentives, or ParaTransit agencies. ParaTransit includes agencies serving disabled commuters. Transit incentives include pre-tax benefits. Which would you like?	Continue with rec in this state

5.6 TrafficMenu

5.6.1 Description

This state is reached from the Main Menu when the caller requests Driving information. It presents the caller with four choices: traffic reports, estimated driving time and route information, planned highway construction, or airports.

5.6.2 Special Features

Universal Actions are active in this state.

5.6.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.1 Welcome5.3 WhatAreMyChoices 5.7 GetLocation	5.7 GetLocation 5.19 GetStartingPoint 5.62 TransferToPlannedHighwayConstruction 5.66 GetAirport 5.2 MainMenu

5.6.4 Initial Behavior

Condition	Action	Goto
--	Check for floodgate message and play if available TrafficMenu_init.wav You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?	Continue with rec in this state

5.6.5 Grammar: TrafficMenu

NL Slot	Values
<menu_option>	traffic, est_driving_time, planned_hiway_constr, airport

Sample Expressions	Slots Filled
Traffic information	<menu_option traffic>
Uh, estimated driving information	<menu_option est_driving_time>
I'd like highway construction	<menu_option planned_hiway_constr>
Get me information on airports	<menu_option airport>

5.6.6 Action

Slots	Condition	Action	Goto
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<menu_option traffic>	--	--	5.7 GetLocation
<menu_option est_driving_time>	--	--	5.19 GetStartingPoint
<menu_option planned_hiway_constr>	--	--	5.62 TransferToPlannedHigh wayConstruction
<menu_option airport>	--	--	5.66 GetAirport

5.6.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. TrafficMenu_err2.wav You can choose traffic reports, estimated driving time, planned highway construction, or airports. Which would you like? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	5.2 MainMenu

5.6.8 Help Behavior

Condition	Action	Goto
--	TrafficMenu_help.wav Okay, here's some help. By the way, to start over at any time, say 'Main Menu'. Right now, you can ask for planned highway construction for CalTrans, airport information, traffic reports, or estimated driving time, which also includes traffic. [WATCH PROSODY]	Continue with rec in this state

Traffic Reporting States

5.7 GetLocation

5.7.1 Description

This state is reached from the Main Menu or the Traffic Menu when the caller requests Traffic Reports. It asks the caller for a highway, a bridge, a city, or a ‘hot spot’.

5.7.2 Special Features

Universal Actions are active in this state.

5.7.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.6 TrafficMenu 5.8 ConfirmLocation 5.9 GetMoreInformation 5.10 ConfirmMoreInfo 5.11 ListLocations 5.15 PreIncidents 5.18 PostPlayTrafficIncidents 5.19 GetStartingPoint 5.1 Welcome	5.11 ListLocations 5.8 ConfirmLocation 5.6 TrafficMenu

5.7.4 Initial Behavior

Condition	Action	Goto
First entry	GetLocation_init.wav Now tell me the name of a highway, bridge, or city—or tell me the name of a ‘hot spot’, like the MacArthur Maze. <pause 3 seconds> For a complete list of what you can ask for, say ‘list everything’.	Continue with rec in this state
Re-entry	GetLocation_init1.wav Say the name of a highway, bridge, or city—or tell me the name of a ‘hot spot’, such as Pac Bell park. You can always say ‘Main Menu’ to start over, or to hear a complete list of what’s available, say ‘list everything’.	Continue with rec in this state

5.7.5 Grammar: GetLocation

NL Slot	Values
<highway>	[highway]

<bridge>	[bridge]
<city>	[city]
<hotspot>	[hotspot: airports are SFO, SJC, OAK]
<action>	list

Sample Expressions	Slots Filled
Highway 101	<highway 101>
Walnut Creek, California	<city walnut_creek>
The Dumbarton Bridge	<bridge dumbarton>
Uh, Sunol Grade	<hotspot sunol_grade>
list all	<action list>

5.7.6 Action

Slots	Condition	Action	Goto
<highway>	--	--	5.8 ConfirmLocation
<city>	--	--	5.8 ConfirmLocation
<hotspot>	--	--	5.8 ConfirmLocation
<bridge>	--	--	5.8 ConfirmLocation
<action list>	--	set Location flag = Traffic	5.11 ListLocations

5.7.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetLocation_err2.wav Say the name of a city, bridge, highway, or hotspot you'd like traffic for. Say 'help' or press 0 for more information. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.6 TrafficMenu

5.7.8 Help Behavior

Condition	Action	Goto
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--	GetLocation_help.wav Okay, here's some help. For a traffic report, tell me the location you want. You can tell me the name of a city, like Palo Alto; you can tell me the name of a bridge, like the Benicia Bridge; you can tell me the name of a highway, like 101; or, you can tell me the name of a hot spot, such as Pac Bell Park, or the Sunol Grade. For a list of all locations, just say 'list all'. You can also say 'Main Menu' to start over. Now, which location would you like?	Continue with rec in this state
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5.8 ConfirmLocation

5.8.1 Description

This state is reached from the GetLocation state, after a caller has given a city, highway, bridge, or hot spot to get traffic reports for.

5.8.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.8.3 Entry and Exit States

Entry States	Exit States
5.7 GetLocation	5.7 GetLocation 5.9 GetMoreInformation 5.15 PreIncidents

5.8.4 Initial Behavior

Condition	Action	Goto
--	Play appropriate location (use Lo version): [CityLo.wav] [BridgeLo.wav] [HighwayLo.wav] [HotspotLo.wav]	Continue with rec in this state

5.8.5 Grammar: ConfirmLocation

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Main Menu	<action main_menu>
Go back	<action go_back>

5.8.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.7 GetLocation
NSP	Enough information to proceed (back-end check)	--	5.15 PreIncidents
NSP	Not enough information to proceed (back-end check)	--	5.9 GetMoreInformation
<action help>	--	Play the help prompt	Continue with rec in this state
<action main_menu>	--	--	5.2 MainMenu
<action go_back>	--	--	5.7 GetLocation

5.8.7 Error Behavior

None.

5.8.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmLocation_help.wav Here's some help. I heard: Play appropriate location (use Lo version): [CityLo.wav] [BridgeLo.wav] [HighwayLo.wav] [HotspotLo.wav] ConfirmLocation_help1.wavIf that's not right, say 'cancel'. If that's the one you want, stay on the line and I'll get you the traffic report.	Continue with rec in this state.

5.9 GetMoreInformation

5.9.1 Description

This state is reached from the ConfirmLocation state, after a caller has confirmed the location, but the back-end needs more information before the traffic report can be given. It uses a dynamic prompt/grammar from the back-end to determine what other information to ask the caller for. For example, it may need to know what city, or what direction on the highway.

5.9.2 Special Features

Universal Actions are active in this state.

5.9.3 Entry and Exit States

Entry States	Exit States
5.8 ConfirmLocation 5.13 PlayLocationList	5.10 ConfirmMoreInfo 5.7 GetLocation

5.9.4 Initial Behavior

Condition	Action	Goto
--	Play one of the following from the back-end: GetMoreInformation_city.wav Okay, and for which city? GetMoreInformation_highway.wav Okay, and what highway did you want? GetMoreInformation_directionNS.wav Did you want North or South? GetMoreInformation_directionEW.wav Did you want East or West?	Continue with rec in this state

5.9.5 Grammar: GetMoreInformation

NL Slot	Values
<more_info>	[dynamic]

Sample Expressions	Slots Filled
Uh, Walnut Creek	<more_info walnut_creek>
Northbound	<more_info northbound>

5.9.6 Action

Slots	Condition	Action	Goto
<more_info>	--	--	5.10 ConfirmMoreInfo

5.9.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. Choose appropriate error prompt: GetMoreInformation_city_err2.wav Which city would you like a report for? GetMoreInformation_highway_err2.wav Which highway would you like? GetMoreInformation_directionNS_err2.wav Is that for north, or south? GetMoreInformation_directionEW_err2.wav Is that for east, or west? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max Generic_maxerr.wav Let's back up.	5.7 GetLocation

5.9.8 Help Behavior

Condition	Action	Goto
--	Choose appropriate help prompt: GetMoreInformation_city_help.wav Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Which city is this for? GetMoreInformation_highway_help.wav Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Which highway is this for? GetMoreInformation_directionNS_help.wav Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Is this for northbound, or southbound? GetMoreInformation_directionEW_help.wav Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Is this for eastbound, or westbound?	Continue with rec in this state.

5.10 ConfirmMoreInfo

5.10.1 Description

This state is reached from the GetMoreInformation state, after a caller has given the extra city, highway or direction requested. This implicitly confirms the information.

5.10.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.10.3 Entry and Exit States

Entry States	Exit States
5.9 GetMoreInformation	5.7 GetLocation 5.15 PreIncidents

5.10.4 Initial Behavior

Condition	Action	Goto
--	Get location confirmation prompt from back-end [location]	Continue with rec in this state

5.10.5 Grammar: ConfirmMoreInfo

NL Slot	Values
<action>	cancel, help, main_menu, go_back

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.10.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.7 GetLocation

NSP	--	--	5.15 PreIncidents
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.7 GetLocation
<action main_menu>	--	--	5.2 MainMenu

5.10.7 Error Behavior

None.

5.10.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmMoreInfo_help.wav Here's some help. I heard: [location] ConfirmMoreInfo_help1.wav If that's not right, say 'cancel'. If that's the one you want, stay on the line and I'll get you the traffic report.	Continue with rec in this state.

5.11 ListLocations

5.11.1 Description

This state is reached from the GetLocation state, after a caller has said “list all” to hear all their options.

5.11.2 Special Features

Universal Actions are active in this state.

5.11.3 Entry and Exit States

Entry States	Exit States
5.7 GetLocation 5.12 GetRegion 5.13 PlayLocationList 5.19 GetStartingPoint	5.12 GetRegion 5.13 PlayLocationList 5.7 GetLocation

5.11.4 Initial Behavior

Condition	Action	Goto
First entry Location flag = Traffic	ListLocations_init_a.wav Sure...I can give you a list of highways, cities, bridges, or hot spots. Which one would you like?	Continue with rec in this state
First entry Location flag = Estimated Driving Time	ListLocations_init_b.wav Sure...I can give you a list of cities or hot spots. Which one would you like?	Continue with rec in this state
Re-entry Location flag = Traffic	ListLocations_init1a.wav Okay. You can get a list of highways, cities, bridges, or hotspots. Which would you like? <2 second pause>To start over, say ‘Main Menu’.	Continue with rec in this state
Re-entry Location flag = EstimatedDrivingTi me	ListLocations_init1a.wav Okay. You can get a list of cities or hotspots. To go back to the top, say ‘Main Menu’. Which would you like? <2 second pause>To start over, say ‘Main Menu’.	Continue with rec in this state

5.11.5 Grammar: ListLocations [use ListLocationsTraffic if Location flag = Traffic; use ListLocationsEstimated if Location flag = Estimated]

NL Slot	Values
<location_type>	highway, city, bridge, hot_spot

Sample Expressions	Slots Filled
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highways	<location_type highway>
a list of cities please	<location_type city>

5.11.6 Action

Slots	Condition	Action	Goto
<location_type highway>	--	set LocationType = highway	5.13 PlayLocationList
<location_type city>	--	set LocationType = city	5.12 GetRegion
<location_type hot_spot>	--	set LocationType = hot_spot	5.13 PlayLocationList
<location_type bridge>	--	set LocationType = bridge	5.13 PlayLocationList

5.11.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3 Location flag = Traffic	Concatenate: Universal Error Prompt for n=2. ListLocations_err2a.wav You can ask for a list of cities, highways, bridges, or hot spots. To go back a step, say ‘back up’.	Continue with rec in this state
n=2-3 Location flag = EstimatedDriving Time	Concatenate: Universal Error Prompt for n=2. ListLocations_err2b.wav You can ask for a list of cities or hot spots. To go back a step, say ‘back up’.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max Generic_maxerr.wav Let’s back up.	5.7 GetLocation

5.11.8 Help Behavior

Condition	Action	Goto
Location flag = Traffic	ListLocations_help_a.wav Okay, help. Say one of the following to get the choices: highways, cities, bridges, or hot spots. To go back a step, say ‘back up.’. Which would you like?	Continue with rec in this state.
Location flag = EstimatedDriving Time	ListLocations_help_b.wav Okay, help. You can get a list of cities, or a list of hot spots. Hot spots include things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. To go back a step, say ‘back up’. Which would you like?	Continue with rec in this state.

5.12 GetRegion

5.12.1 Description

This state is reached from the ListLocations state, and asks the user to pick a region so a list of cities can be provided. The regions are: East Bay, South Bay, San Francisco, Peninsula, North Bay

5.12.2 Special Features

Universal Actions are active in this state.

5.12.3 Entry and Exit States

Entry States	Exit States
5.11 ListLocations	5.11 ListLocations 5.13 PlayLocationList

5.12.4 Initial Behavior

Condition	Action	Goto
--	GetRegion_init.wav First I'll need to narrow down the list. Say one of the following regions: San Francisco, the Peninsula, East Bay, South Bay, or the North Bay.	Continue with rec in this state

5.12.5 Grammar: GetRegion

NL Slot	Values
<region>	san_francisco, peninsula, east_bay, south_bay, north_bay

Sample Expressions	Slots Filled
The East Bay	<region east_bay>
San Francisco	<region san_francisco>

5.12.6 Action

Slots	Condition	Action	Goto
<region>	--	--	5.13 PlayLocationList

5.12.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.

n=2-3	Concatenate: Universal Error Prompt for n=2. GetRegion_err2.wav You can say San Francisco, East Bay, Peninsula, South Bay, or North Bay. <2 second pause> To go back a step , say ‘back up.’	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let’s back up.	5.11 ListLocations

5.12.8 Help Behavior

Condition	Action	Goto
--	GetRegion_help.wav Sure, here’s some help. You can always say ‘Main Menu’ to start over. Now, to narrow down the list of cities, I need to know which region you’d like. Please say one of the following: East Bay, San Francisco, the Peninsula, South Bay, or North Bay.	Continue with rec in this state

5.13 PlayLocationList

5.13.1 Description

This state is reached from either the ListLocations state, or GetRegion. The caller has chosen to hear either a list of highways, a list of cities, a list of bridges, or a list of hotspots. If they chose to hear a list of cities, they went through GetRegion first, and said one of five Bay Area regions to narrow down the list.

5.13.2 Special Features

NSP should be set to 2.

Universal Actions are active in this state.

5.13.3 Entry and Exit States

Entry States	Exit States
5.11 ListLocations 5.12 GetRegion	5.15 PreIncidents 5.9 GetMoreInformation 5.14 EndOfListLocations 5.11 ListLocations

5.13.4 Initial Behavior

Condition	Action	Goto
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First entry	<p>Choose one:</p> <p>PlayLocationList_cities.wav Here's your list of cities:</p> <p>PlayLocationList_hotspots.wav Here's your list of hot spots:</p> <p>PlayLocationList_highways.wav Here's your list of highways:</p> <p>PlayLocationList_bridges.wav Here's your list of bridges:</p> <p>Then play:</p> <p>PlayLocationList_init.wav You can interrupt me at any time by saying the one you want, or say 'stop'.</p> <p>Then:</p> <p>retrieve and play appropriate list from back-end based on value of LocationType (if LocationType = city, use the 'region' slot value as well)</p> <p>ListOfCitiesSF.wav</p> <p>ListOfCitiesEB.wav</p> <p>ListOfCitiesPenin.wav</p> <p>ListOfCitiesSB.wav</p> <p>ListOfCitiesNB.wav</p> <p>ListOfHighways.wav</p> <p>ListOfBridges.wav</p> <p>ListOfHotSpots.wav</p>	Continue with rec in this state
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Re-entry	Concatenate: PlayLocationList_cities1.wav Here's that list of cities again: PlayLocationList_hotspots1.wav Here's that list of hotspots again: PlayLocationList_highways1.wav Here's that list of highways again: PlayLocationList_bridges.wav Okay, here's your list of bridges: Then play: PlayLocationList_init1.wav You can interrupt me at any time by saying the one you want, or say 'stop'. retrieve and play appropriate list from back-end based on value of LocationType (if LocationType = city, use the 'region' slot value as well) ListOfCitiesSF.wav ListOfCitiesEB.wav ListOfCitiesPenin.wav ListOfCitiesSB.wav ListOfCitiesNB.wav ListOfHighways.wav ListOfBridges.wav ListOfHotSpots.wav	Continue with rec in this state
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5.13.5 Grammar: PlayLocationList: [dynamic: Highways, Bridges, HotSpots, EastBayCities, SanFranciscoCities, PeninsulaCities, SouthBayCities, NorthBayCities]

NL Slot	Values
<highway>	[highway]
<bridge>	[bridge]
<hot_spot>	[hot spot]
<city>	[city]
<action>	stop

Sample Expressions	Slots Filled
San Ramon	<city san_ramon>
The Bay Bridge	<bridge bay_bridge>

5.13.6 Action

Slots	Condition	Action	Goto
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<city> <bridge> <highway> <hot_spot>	Enough information to proceed (back-end check)	Play [location]	5.15 PreIncidents
<city> <bridge> <highway> <hot_spot>	Not enough information to proceed (back-end check)	Play [location]	5.9 GetMoreInformation
NSP	--	--	5.14 EndOfListLocations
<action stop>	--	Stopped.wav Okay, stopped.	5.14 EndOfListLocations

5.13.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PlayLocationList_err2.wav If you know the location you want, tell me that location now. You can also say ‘repeat’ or ‘stop’.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let’s back up.	5.11 ListLocations

5.13.8 Help Behavior

Condition	Action	Goto
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--	<p>Concatenate:</p> <p>PlayLocationList_help.wav Okay, help. At any time, you can say the name of the location for your traffic report. By the way, you can say 'Main Menu' at any time to start over. Here's the list again:</p> <p>retrieve and play appropriate list from back-end based on value of LocationType (if LocationType = city, use the 'region' slot value as well)</p> <p>ListOfCitiesSF.wav</p> <p>ListOfCitiesEB.wav</p> <p>ListOfCitiesPenin.wav</p> <p>ListOfCitiesSB.wav</p> <p>ListOfCitiesNB.wav</p> <p>ListOfHighways.wav</p> <p>ListOfBridges.wav</p> <p>ListOfHotSpots.wav</p>	Continue with rec in this state.
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5.14 EndOfListLocations

5.14.1 Description

This state is reached from PlayLocationList, either because the caller never said anything while the list was being played, or the caller said “stop”.

5.14.2 Special Features

Universal Actions are active in this state.

5.14.3 Entry and Exit States

Entry States	Exit States
5.13 PlayLocationList	5.13 PlayLocationList 5.15 PreIncidents 5.9 GetMoreInformation 5.11 ListLocations 5.7 GetLocation

5.14.4 Initial Behavior

Condition	Action	Goto
--	EndOfListLocations_init.wav Tell me which one you'd like, or say 'repeat' to hear that list again. To get another list, say 'go back'. You can also say 'Main Menu' to start over. What would you like?	Continue with rec in this state

5.14.5 Grammar: EndOfListLocations: [dynamic: Highways, Bridges, HotSpots, EastBayCities, SanFranciscoCities, PeninsulaCities, SouthBayCities, NorthBayCities]

NL Slot	Values
<highway>	[highway]
<bridge>	[bridge]
<hot_spot>	[hot spot]
<city>	[city]

Sample Expressions	Slots Filled
San Ramon	<city san_ramon>
The Bay Bridge	<bridge bay_bridge>

5.14.6 Action

Slots	Condition	Action	Goto
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<city> <bridge> <highway> <hot_spot>	Enough information to proceed (back-end check)	play [landmark]	5.15 PreIncidents
<city> <bridge> <highway> <hot_spot>	Not enough information to proceed (back-end check)	--	5.9 GetMoreInformation
<action repeat>	--	--	5.13 PlayLocationList
<action go_back>	--	--	5.11 ListLocations

5.14.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. EndOfListLocations_err2.wav Tell me the location you'd like, or say 'repeat' to hear the list again.	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.7 GetLocation

5.14.8 Help Behavior

Condition	Action	Goto
--	EndOfListLocations_help.wav Okay, help. Just tell me the location for your traffic report. To hear that list again, say 'repeat.' You can also say 'Main Menu' to start over. Now, what would you like?	Continue with rec in this state.

5.15 PreIncidents

5.15.1 Description

This state is reached the after a caller has given a location for getting a traffic report. It tells the caller how many incidents will be played.

5.15.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.15.3 Entry and Exit States

Entry States	Exit States
5.8 ConfirmLocation 5.10 ConfirmMoreInfo 5.13 PlayLocationList 5.27 TooMuchTraffic 5.29 EstimatedRouteInformation 5.35 RefinePoint 5.36 RefineStartingPoint 5.37 RefineEndingPoint	5.16 ConstructIncident (non-rec) 5.7 GetLocation

5.15.4 Initial Behavior

Condition	Action	Goto
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--	Retrieve # of incidents from the back-end First play appropriate incident prompt: PreIncidents_1.wav We have one incident. PreIncidents_2.wav We have two incidents. PreIncidents_3.wav We have three incidents. PreIncidents_4.wav We have four incidents. PreIncidents_5.wav We have five incidents. PreIncidents_6.wav We have six incidents. PreIncidents_7.wav We have seven incidents. PreIncidents_8.wav We have eight incidents. PreIncidents_9.wav We have nine incidents. PreIncidents_10.wav We have ten incidents. PreIncidents_11.wav We have eleven incidents. PreIncidents_12.wav We have twelve incidents. PreIncidents_13.wav We have thirteen incidents. PreIncidents_14.wav We have fourteen incidents. PreIncidents_15.wav We have fifteen incidents. PreIncidents_16.wav We have sixteen incidents. PreIncidents_17.wav We have seventeen incidents. PreIncidents_18.wav We have eighteen incidents. PreIncidents_19.wav We have nineteen incidents. PreIncidents_20.wav We have twenty incidents. PreIncidents_MoreThan20.wav We have more than twenty incidents. Then play: PreIncidents_init.wav You can say 'stop' at any time.	Continue with rec in this state
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5.15.5 Grammar: PreIncidents

NL Slot	Values
<action>	stop, cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action stop>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.15.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Stopped.wav Okay, stopped.	5.7 GetLocation
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try this again...	5.7 GetLocation

NSP	--	--	5.16 ConstructIncident (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.7 GetLocation
<action main_menu>	--	--	5.2 MainMenu

5.15.7 Error Behavior

None.

5.15.8 Help Behavior

Condition	Action	Goto
--	PreIncidents_help.wav Here's some help. To go back a step, say 'back up'. To start over, say 'Main Menu'. For a traffic report, just stay on the line.	Continue with rec in this state.

5.16 ConstructIncident (non-rec)

5.16.1 Description

This state is reached from the PreIncidents state. It will retrieve incident information from the back-end and construct a playable traffic incident by concatenating appropriate prompts. This state is also reached after an incident has been played, and there is another one.

This behavior is described in a separate document.

5.16.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.16.3 Entry and Exit States

Entry States	Exit States
5.15 PreIncidents 5.17 PlayIncident	5.17 PlayIncident

5.16.4 Initial Behavior

Condition	Action	Goto
--	Retrieve latest incident information and construct incident prompt.	5.17 PlayIncident

5.16.5 Grammar:

None.

5.16.6 Action

None.

5.16.7 Error Behavior

None.

5.16.8 Help Behavior

None.

5.17 PlayIncident

5.17.1 Description

This state is reached from the from the Construct Incident state, and plays the incident prompt that was put together.

5.17.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.17.3 Entry and Exit States

Entry States	Exit States
5.16 ConstructIncident (non-rec)	5.18 PostPlayTrafficIncidents 5.16 ConstructIncident (non-rec)

5.17.4 Initial Behavior

Condition	Action	Goto
--	play traffic incident prompt	Continue with rec in this state

5.17.5 Grammar: PlayIncident

NL Slot	Values
<action>	stop, cancel, help, repeat, main_menu, go_back

Sample Expressions	Slots Filled
stop	<action stop>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>
Repeat	<action repeat>

5.17.6 Action

Slots	Condition	Action	Goto
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<action stop>	--	Stopped.wav Okay, stopped. set TrafficMode=TrafficIncidents	5.18 PostPlayTrafficIncidents
<action help>	--	play help prompt	Continue with rec in this state
<action repeat>	--	play traffic incident prompt	Continue with rec in this state
<action main_menu>	--	--	5.2 MainMenu
<action cancel>	--	Canceled.wav Okay, canceled. set TrafficMode=TrafficIncidents	5.18 PostPlayTrafficIncidents
<action go_back>	--	Decrement incident count by one (to play previous incident)	5.16 ConstructIncident (non-rec)
NSP	There is more information available	Play TTS prompt of more information	Continue with rec in this state
NSP	There are more incidents	--	5.16 ConstructIncident (non-rec)
NSP	No more incidents	PlayIncident_thatsall.wav That's all I have right now. set TrafficMode=TrafficIncidents	5.18 PostPlayTrafficIncidents

5.17.7 Error Behavior

None.

5.17.8 Help Behavior

Condition	Action	Goto
--	PlayIncident_help.wav Okay, help. I'm about to repeat the last incident for you. If you're through listening to traffic incidents, say 'stop'. Or, to start over, say 'Main Menu'. play traffic incident prompt	Continue with rec in this state.

5.18 PostPlayTrafficIncidents

5.18.1 Description

This state is reached after traffic incidents have been played. It checks to see if the survey feature is on, and if not, asks the caller what they'd like to do next.

5.18.2 Special Features

Universal Actions are active in this state.

5.18.3 Entry and Exit States

Entry States	Exit States
5.17 PlayIncident 5.28 PlayEstimatedInformation (non-rec) 5.34 PlayRouteIncident	5.17 PlayIncident 5.28 PlayEstimatedInformation (non-rec) 5.7 GetLocation 5.19 GetStartingPoint 5.2 MainMenu 5.88 AskForParticipation

5.18.4 Initial Behavior

Condition	Action	Goto
Survey is ON	--	5.88 AskForParticipation
TrafficMode= TrafficIncidents	PostIncidents.wav You can ask to repeat those incidents, ask for another traffic report, or ask for an estimated driving time. You can also go back to the Main Menu. What would you like to do? <2 sec pause> Just hang up if you're done.	Continue with rec in this state
TrafficMode= PostEstimatedDrivingTime	PostEstimatedDrivingTime.wav You can ask to repeat those estimates, get an estimate for another route, or check incidents for a specific location. You can also go back to the Main Menu. What would you like to do? <2 sec pause> Just hang up if you're done.	Continue with rec in this state

5.18.5 Grammar: PostPlayTrafficIncidents

NL Slot	Values
<action>	repeat, incidents, estimated

Sample Expressions	Slots Filled
Repeat them again	<action repeat>

Get incidents for another location	< action incidents>
Get another driving time	< action estimated>
Go back to the Main Menu	< action main_menu>

5.18.6 Action

Slots	Condition	Action	Goto
< action repeat>	TrafficMode= TrafficIncidents	--	5.17 PlayIncident
< action repeat>	TrafficMode= EstimatedDriving Time	--	5.28 PlayEstimatedInformation (non-rec)
< action incidents>	--	--	5.7 GetLocation
< action estimated>	--	--	5.19 GetStartingPoint
< action go_back>	--	--	5.15 PreIncidents
< action cancel>	--	PostPlayTraffic_cancel.wav Okay, canceled. Back to the Main Menu...	5.2 MainMenu

5.18.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PostPlayTraffic_err2.wav You can say ‘repeat’ to hear those again, get a traffic report, or get an estimated driving time. What would you like? <3 second pause> Generic_Press0.wavYou can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let’s go back to the Main Menu.	5.2 MainMenu

5.18.8 Help Behavior

Condition	Action	Goto
TrafficMode= TrafficIncidents	PostPlayTraffic_help1.wav Okay, help. Say ‘repeat’ to hear those incidents again, ask for a different traffic report or ask for an estimated driving time. To start over, say ‘Main Menu’. What would you like to do?	Continue with rec in this state.

TrafficMode= PostEstimatedDrivingTime	PostPlayTraffic_help1.wav Okay, help. Say 'repeat' to hear those estimates again , or you can ask for a traffic report or another estimated driving time. Say 'Main Main' to start over. What would you like?	Continue with rec in this state
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Estimated Driving Time States

5.19 GetStartingPoint

5.19.1 Description

This state is reached from the Traffic Menu or the Traffic Menu, when the user requests Estimated Driving Time. It asks the caller for the starting point of their route, which can include a city or a hot spot. Hot spots include traffic landmarks (such as Hospital Curve), venues (such as Pac Bell Park), and other points a caller can use to get an estimated driving time.

5.19.2 Special Features

Universal Actions are active in this state.

5.19.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.1 Welcome 5.3 WhatAreMyChoices 5.6 TrafficMenu 5.18 PostPlayTrafficIncidents 5.20 ConfirmStartingPoint 5.21 GetEndingPointLowConf 5.24 GetEndingPointHiConf 5.27 TooMuchTraffic 5.29 EstimatedRouteInformation 5.30 MultipleRoutes 5.31 PreambleMultipleRoutes 5.32 PreRouteIncidents	5.20 ConfirmStartingPoint 5.24 GetEndingPointHiConf 5.11 ListLocations 5.7 GetLocation

5.19.4 Initial Behavior

Condition	Action	Goto
First entry	Check for floodgate and play if available GetStartingPoint_init.wav First, let's get the starting point. Tell me the name of the city or hot spot, like the MacArthur Maze. To hear a list of everything you can say, say 'list everything'.	Continue with rec in this state
Re-entry	GetStartingPoint_init1.wav Tell me the name of that starting point. You can give me the name or a city or hot spot. To start over, say 'Main Menu'.	Continue with rec in this state

5.19.5 Grammar: GetStartingPoint

NL Slot	Values
<city>	[city]
<hot_spot>	[hot spot]
<action>	list_all

Sample Expressions	Slots Filled
Sunol Grade	<hot_spot sunol_grade>
Fremont	<city fremont>
Claremont Avenue	<exit claremont_avenue>

5.19.6 Action

Slots	Condition	Action	Goto
<city> <exit> <hot_spot>	Conf. threshold > MAX [85]	--	5.24 GetEndPointHi Conf
<city> <exit> <hot_spot>	REJECT < Conf. threshold < MAX	--	5.20 ConfirmStartingPoi nt
<action list_all>	--	set flag Location = EstimatedDrivingTime	5.11 ListLocations

5.19.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetStartingPoint_err2.wav You can say a city or 'hot spot'. To hear a list of everything you can say, say 'list everything'. Say 'help' or press 0 for more info.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.7 GetLocation

5.19.8 Help Behavior

Condition	Action	Goto
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--	GetStartingPoint_help.wav Okay, help. For a starting point on your route, you can choose a city, or a hot spot. Hot spots include things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. To hear a list of all of them, say 'list all'. Or if you'd like to start over, say 'Main Menu'. All right, what's your starting point?	Continue with rec in this state.
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5.20 ConfirmStartingPoint

5.20.1 Description

This state is reached from the Get Starting Point state, and does an explicit confirm on the location the caller gave.

5.20.2 Special Features

Universal Actions are active in this state.

5.20.3 Entry and Exit States

Entry States	Exit States
5.19 GetStartingPoint	5.19 GetStartingPoint 5.21 GetEndingPointLowConf

5.20.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: Choose appropriate location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] WasThatRight.wav Was that right?	Continue with rec in this state

5.20.5 Grammar: ConfirmStartingPoint

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.20.6 Action

Slots	Condition	Action	Goto
< yes_no no>	--	Randomize: Sorry_a.wav OK, let's go back. Sorry_b.wav Let's try that again. Sorry_c.wav Let's do that again. Add to skiplist, use N-Best	5.19 GetStartingPoint

<yes_no yes>	--	--	5.21 GetEndingPointLowConf
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5.20.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. IHeard.wav I heard: Choose appropriate location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.19 GetStartingPoint

5.20.8 Help Behavior

Condition	Action	Goto
--	ConfirmStartingPoint_help.wav Okay, help. I heard: Choose appropriate location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] ConfirmStartingPoint_help1.wav If I got that right, please say 'yes'; if not, say 'no'. To start over, say 'Main Menu'.	Continue with rec in this state.

5.21 GetEndingPointLowConf

5.21.1 Description

This state is reached from the ConfirmStartingPoint state, if a user has said “yes” to confirm a location. It asks for the ending point.

5.21.2 Special Features

Universal Actions are active in this state.

5.21.3 Entry and Exit States

Entry States	Exit States
5.20 ConfirmStartingPoint	5.23 ConfirmBothImplicit 5.22 ConfirmEndingPoint 5.19 GetStartingPoint

5.21.4 Initial Behavior

Condition	Action	Goto
First entry	GetEndingPointLowConf_init.wav Okay, now for the ending point. Tell me the name of the city or ‘hot spot’.	Continue with rec in this state
Re-entry	GetEndingPointLowConf_init1.wav Tell me the name of an ending point. <3 sec pause> An ending point can be a city or a ‘hot spot’.	Continue with rec in this state

5.21.5 Grammar: GetEndingPointLowConf

NL Slot	Values
<city>	[city]
<hot_spot>	[hot spot]

Sample Expressions	Slots Filled
Sunol Grade	<hot_spot sunol_grade>
Fremont	<city fremont>

5.21.6 Action

Slots	Condition	Action	Goto
<city> <hot_spot>	Conf. threshold > MAX [85]	--	5.23 ConfirmBothImplicit

<city> <hot_spot>	REJECT < Conf threshold < MAX	--	5.22 ConfirmEndPoint
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5.21.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetEndingPointLowConf_err2.wav You can say a city, or 'hot spot' Say 'help' or press 0 for more info.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.19 GetStartingPoint

5.21.8 Help Behavior

Condition	Action	Goto
--	GetEndingPointLowConf_help.wav Okay, here's some help. You can say either the name of a city, or a hot spot, as your starting point. Examples of cities are things like Mountain View, Hayward, or Livermore. You can also tell me the name of a 'hot spot', which includes things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. Or if you'd like to go back to the top, say 'Main Menu'. All right, what's your ending point?	Continue with rec in this state.

5.22 ConfirmEndPoint

5.22.1 Description

This state is reached from the GetEndPointLowConf, when the ending point had a low confidence score. This state does an explicit confirmation.

5.22.2 Special Features

Universal Actions are active in this state.

5.22.3 Entry and Exit States

Entry States	Exit States
5.21 GetEndPointLowConf	5.21 GetEndPointLowConf 5.26 EstimatedInfoCheck (non-rec) 5.19 GetStartingPoint

5.22.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: Choose appropriate location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] WasThatRight.wav Was that right?	Continue with rec in this state

5.22.5 Grammar: ConfirmEndPoint

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yep	<yes_no yes>
no	<yes_no no>

5.22.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	--	--	5.26 EstimatedInfoCheck (non-rec)

<yes_no no>	--	Randomize: Sorry_a.wav OK, let's go back. Sorry_b.wav Let's try that again. Sorry_c.wav Let's do that again. Add to skiplist, use N-Best	5.21 GetEndingPointLowCo nf
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5.22.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. Choose appropriate location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] ConfirmEndingPoint_err2.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.19 GetStartingPoint

5.22.8 Help Behavior

Condition	Action	Goto
--	ConfirmEndingPoint_help.wav Okay, help. If that's the right ending point, say 'yes'. If it's wrong, say 'no'. To start over, say 'Main Menu'.	Continue with rec in this state.

5.23 ConfirmBothImplicit

5.23.1 Description

This state is reached from the GetEndingPointLowConf, if the ending point had a high confidence. This state confirms the ending point implicitly.

5.23.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.23.3 Entry and Exit States

Entry States	Exit States
5.21 GetEndingPointLowConf	5.26 EstimatedInfoCheck (non-rec) 5.19 GetStartingPoint

5.23.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: StartingAt.wav Your starting point is: Choose appropriate starting location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] EndingAt.wav Your ending point is: Choose appropriate ending location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav]	Continue with rec in this state

5.23.5 Grammar: ConfirmBothImplicit

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>

Go back	<action go_back>
Main menu	<action main_menu>

5.23.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.19 GetStartingPoint
NSP	--	--	5.26 EstimatedInfoCheck (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.23.7 Error Behavior

None.

5.23.8 Help Behavior

Condition	Action	Goto
--	ConfirmBothImplicit_help.wav Here's some help. If those locations are not what you want, say 'stop'. If they're the right ones, just stay on the line and I'll get you the driving time.	Continue with rec in this state.

5.24 GetEndingPointHiConf

5.24.1 Description

This state is reached from the GetStartingPoint state, if there was high confidence. This state asks for the ending point, and will confirm both in the next state.

5.24.2 Special Features

Universal Actions are active in this state.

5.24.3 Entry and Exit States

Entry States	Exit States
5.19 GetStartingPoint	5.25 ConfirmBothExplicit 5.19 GetStartingPoint

5.24.4 Initial Behavior

Condition	Action	Goto
--	GetEndingPointHiConf_init.wav Okay, now for the ending point. Tell me the name of a city or 'hot spot'.	Continue with rec in this state

5.24.5 Grammar: GetEndingPointHiConf

NL Slot	Values
<city>	[city]
<hot_spot>	[hot spot]

Sample Expressions	Slots Filled
Sunol Grade	<hot_spot sunol_grade>
Claremont Avenue	<exit claremont_avenue>

5.24.6 Action

Slots	Condition	Action	Goto
<city> <hot_spot>	--	--	5.25 ConfirmBothExplicit

5.24.7 Error Behavior

Condition	Action	Goto
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n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetEndingPointHiConf_err2.wav You can say a city or ‘hot spot’ Say ‘help’ or press 0 for more info.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let’s back up.	5.19 GetStartingPoint

5.24.8 Help Behavior

Condition	Action	Goto
--	GetEndingPointHiConf_help.wav Okay, help. You can say either the name of a city, or a hot spot, as your starting point. Examples of cities include Sunnyvale, Concord, or Oakland. You can also tell me the name of a ‘hot spot’, which includes things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. Or if you’d like to start over, say ‘Main Menu’. All right, what’s your ending point?	Continue with rec in this state

5.25 ConfirmBothExplicit

5.25.1 Description

This state is reached from the GetEndingPointHiConf, and explicitly confirms both starting and ending point, since neither have been confirmed yet.

5.25.2 Special Features

Universal Actions are active in this state.

5.25.3 Entry and Exit States

Entry States	Exit States
5.24 GetEndingPointHiConf	5.19 GetStartingPoint 5.26 EstimatedInfoCheck (non-rec)

5.25.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: StartingAt.wav Your starting point is: Choose appropriate starting location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] EndingAt.wav Your ending point is: Choose appropriate ending location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] WasThatRight.wav Was that right?	Continue with rec in this state

5.25.5 Grammar: ConfirmEndPoint

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yep	<yes_no yes>
no	<yes_no no>

5.25.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	--	--	5.26 EstimatedInfoCheck (non-rec)
<yes_no no>	--	Randomize: Sorry_a.wav OK, let's go back. Sorry_b.wav Let's try that again. Sorry_c.wav Let's do that again. Add to skiplist, use N-Best	5.19 GetStartingPoint

5.25.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. Choose appropriate starting location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] Choose appropriate ending location (city or hot spot; use Lo version): [CityLo.wav] [HotSpotLo.wav] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.19 GetStartingPoint

5.25.8 Help Behavior

Condition	Action	Goto
--	ConfirmBothExplicit_help.wav Okay, help. If that's the right starting and ending point, say 'yes'. If either of them is wrong, say 'no'. To start over, say 'Main Menu'.	Continue with rec in this state.

5.26 EstimatedInfoCheck (non-rec)

5.26.1 Description

This state is reached after a user has entered a starting and ending point for a route. It checks to see if traffic is too heavy to give a report, or if only a portion of the route can be given. (This might happen in cases where we recognize a city, but it's not near any highways, so the system picks the closest point instead).

5.26.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.26.3 Entry and Exit States

Entry States	Exit States
5.23 ConfirmBothImplicit 5.25 ConfirmBothExplicit 5.20 ConfirmStartingPoint	5.27 TooMuchTraffic 5.28 PlayEstimatedInformation (non-rec)

5.26.4 Initial Behavior

Condition	Action	Goto
Traffic is too heavy	--	5.27 TooMuchTraffic

Complete information is not available	<p>Get city name that's not available, and city name that's available instead.</p> <p>If starting point, concatenate:</p> <p>EstimatedError_sp1.wav Sorry, I don't currently have information for: [city not available – use CityLo version]</p> <p>EstimatedError_sp2.wav I do however have an estimate starting in [city available – use CityLo version]</p> <p>If ending point, concatenate:</p> <p>EstimatedError_sp1.wav Sorry, I don't currently have information for: [city not available – use CityLo version]</p> <p>EstimatedError_ep2.wav I do however have an estimate ending in [city available – use CityLo version]</p> <p>If both, concatenate:</p> <p>EstimatedError_sp1.wav Sorry, I don't currently have information for: [starting city not available – use CityLo version]</p> <p>to.wav to [ending city not available – use CityLo version]</p> <p>EstimatedError_ep2.wav I do however have an estimate for [starting city available – use CityLo version]</p> <p>to.wav to [ending city available – use CityLo version]</p>	5.28 PlayEstimatedI nformation (non-rec)
--	--	5.28 PlayEstimatedI nformation (non-rec)

5.26.5 Grammar:

None.

5.26.6 Action

None.

5.26.7 Error Behavior

None.

5.26.8 Help Behavior

None.

5.27 TooMuchTraffic

5.27.1 Description

This state is reached during the EstimatedInfoCheck, when traffic is too heavy to give an estimate.

5.27.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.27.3 Entry and Exit States

Entry States	Exit States
5.26 EstimatedInfoCheck (non-rec)	5.15 PreIncidents 5.19 GetStartingPoint

5.27.4 Initial Behavior

Condition	Action	Goto
--	TooMuchTraffic_init.wav Due to current heavy traffic conditions, I'm unable to give you an accurate estimate at this time. I'll proceed with a traffic report for that route. If you'd like to start over, say 'Main Menu.'	Continue with rec in this state

5.27.5 Grammar: TooMuchTraffic

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.27.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled.wav Okay, canceled.	5.2 MainMenu

NSP	--	--	5.15 PreIncidents
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.27.7 Error Behavior

None.

5.27.8 Help Behavior

Condition	Action	Goto
--	TooMuchTraffic_help.wav Here's some help. Right now, traffic's too heavy for me to give you an accurate time estimate. To go back and try another route, say 'stop'. Or, just stay on the line, and I'll give you the traffic reports for that route.	Continue with rec in this state.

5.28 PlayEstimatedInformation (non-rec)

5.28.1 Description

This state is reached after a user has given a starting and ending point for a route. This state determines if there are multiple routes or not.

5.28.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.28.3 Entry and Exit States

Entry States	Exit States
5.26 EstimatedInfoCheck (non-rec) 5.18 PostPlayTrafficIncidents 5.36 RefineStartingPoint 5.37 RefineEndingPoint	5.30 MultipleRoutes 5.29 EstimatedRouteInformation

5.28.4 Initial Behavior

Condition	Action	Goto
Multiple routes	--	5.30 MultipleRoutes
One route	--	5.29 EstimatedRoute Information

5.28.5 Grammar:

None.

5.28.6 Action

None.

5.28.7 Error Behavior

None.

5.28.8 Help Behavior

None.

5.29 EstimatedRouteInformation

5.29.1 Description

This state is reached if there is only one route to play estimated info for, and plays the estimated time before going to play traffic reports.

5.29.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.29.3 Entry and Exit States

Entry States	Exit States
5.28 PlayEstimatedInformation (non-rec)	5.15 PreIncidents 5.19 GetStartingPoint 5.35 RefinePoint

5.29.4 Initial Behavior

Condition	Action	Goto
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--	<p>Retrieve estimated driving time</p> <p>EstimatedRouteInformation_init.wav Right now, the estimated driving time for that route is</p> <p>If estimate is less than an hour, play appropriate minute prompt:</p> <p>OneMinuteLo.wav one minute. TwoMinutesLo.wav two minutes. ... FiftyNineMinutesLo.wav fifty-nine minutes.</p> <p>If estimate is an even hour, and no minutes, play appropriate prompt:</p> <p>OneHourLo.wav one hour. TwoHoursLo.wav two hours. ThreeHoursLo.wav three hours. FourHoursLo.wav four hours. FiveHoursLo.wav five hours. SixHoursLo.wav six hours. SevenHoursLo.wav seven hours. EightHoursLo.wav eight hours. NineHoursLo.wav nine hours. TenHoursLo.wav ten hours.</p> <p>If estimate is more than ten hours:</p> <p>MoreThanTenHours.wav more than 10 hours.</p> <p>If estimate is less than ten hours and in even hours and minutes, concatenate hour mid + minute lo</p> <p>OneHourMid.wav one hour, TwoHoursMid.wav two hours, ThreeHoursMid.wav three hours, FourHoursMid.wav four hours, FiveHoursMid.wav five hours, SixHoursMid.wav six hours, SevenHoursMid.wav seven hours, EightHoursMid.wav eight hours, NineHoursMid.wav nine hours, TenHoursMid.wav ten hours,</p> <p>OneMinuteLo.wav one minute. TwoMinutesLo.wav two minutes. ... FiftyNineMinutesLo.wav fifty-nine minutes.</p>	5.15 PreIncidents
One route	--	

5.29.5 Grammar: EstimatedRouteInformation

NL Slot	Values
---------	--------

<action>	cancel, help, main_menu, go_back
----------	----------------------------------

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.29.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled.wav Okay, canceled.	5.19 GetStartingPoint
NSP	Ending point not further refinable	set flag TrafficMode= EstimatedDrivingTime	5.15 PreIncidents
NSP	Ending point is further refinable	set flag MultipleRoutes = false	5.35 RefinePoint
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.29.7 Error Behavior

None.

5.29.8 Help Behavior

Condition	Action	Goto
--	EstimatedRouteInformation_help.wav OK, here's some help. To hear that estimate again, say 'repeat'. To go back a step, say 'back up'. To start over, say 'Main Menu'. If you just stay on the line, I'll get that estimate for you.	Continue with rec in this state.

5.30 MultipleRoutes

5.30.1 Description

This state is reached after a user has given a starting and ending point for a route. This state places the estimated driving time for 1, 2, or 3 routes.

5.30.2 Special Features

This states uses Hotword.

Universal Actions are NOT active in this state.

5.30.3 Entry and Exit States

Entry States	Exit States
5.28 PlayEstimatedInformation (non-rec)	5.31 PreambleMultipleRoutes 5.19 GetStartingPoint 5.35 RefinePoint

5.30.4 Initial Behavior

Condition	Action	Goto
--	<p>If 2 routes, concatenate:</p> <p>MultipleRoutes_two.wav There are 2 possible routes. [first route]</p> <p>MultipleRoutes_willtakeabout.wav will take about [hours] [minutes]</p> <p>MultipleRoutes_andtaking.wav and taking [second route]</p> <p>MultipleRoutes_willtakeabout.wav will take about [hours] [minutes]</p> <p>If 3 routes, concatenate:</p> <p>MultipleRoutes_three.wav There are 3 possible routes. [first route]</p> <p>MultipleRoutes_willtakeabout.wav will take about [hours] [minutes]</p> <p>[second route]</p> <p>MultipleRoutes_willtakeabout.wav will take about [hours] [minutes]</p> <p>MultipleRoutes_andthirdroute.wav and the third route, [route three]</p> <p>MultipleRoutes_willtakeabout.wav will take about [hours] [minutes]</p>	Continue with rec in this state

5.30.5 Grammar: MultipleRoutes

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.30.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.19 GetStartingPoint
NSP	Ending point not further refinable	--	5.31 PreambleMultipleRoutes
NSP	Ending point is further refinable	set flag MultipleRoutes = true	5.35 RefinePoint
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.30.7 Error Behavior

None.

5.30.8 Help Behavior

Condition	Action	Goto
--	MultipleRoutes_help.wav Okay, here's some help. To back up, say 'stop'. To hear the estimate again, say 'repeat'. If you stay on the line, I'll give you the traffic for those routes.	Continue with rec in this state.

5.31 PreambleMultipleRoutes

5.31.1 Description

This state is reached after a user has given a starting and ending point for a route and the route times have been given. It gives instructions on navigating info.

5.31.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.31.3 Entry and Exit States

Entry States	Exit States
5.30 MultipleRoutes 5.35 RefinePoint 5.36 RefineStartingPoint 5.37 RefineEndingPoint	5.32 PreRouteIncidents 5.19 GetStartingPoint

5.31.4 Initial Behavior

Condition	Action	Goto
--	PreambleMultipleRoutes_init.wav Now I'll tell you the traffic incidents for these routes. Say 'next route' to skip to the next one, or say 'stop' if you're through listening	Continue with rec in this state.

5.31.5 Grammar: PreambleMultipleRoutes

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.31.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.19 GetStartingPoint
NSP	--	--	5.32 PreRouteIncidents
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.31.7 Error Behavior

None.

5.31.8 Help Behavior

Condition	Action	Goto
--	PreambleMultipleRoutes.wav Okay, here's some help. To go back, say 'stop'. If you stay on the line, I'll give you the traffic for those routes.	Continue with rec in this state.

5.32 PreRouteIncidents

5.32.1 Description

This state is reached during estimated driving time, and will play the # of incidents for multiple routes.

5.32.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are not active in this state.

5.32.3 Entry and Exit States

Entry States	Exit States
5.31 PreambleMultipleRoutes 5.34 PlayRouteIncident	5.33 ConstructRouteIncident (non-rec) 5.19 GetStartingPoint

5.32.4 Initial Behavior

Condition	Action	Goto
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--	<p>Retrieve # of incidents from the back-end</p> <p>First play one of the following:</p> <p>PreRouteIncidents1.wav For route one PreRouteIncidents2.wav For route two PreRouteIncidents3.wav For route three</p> <p>Then concatenate with # of incidents prompt:</p> <p>PreIncidents_1.wav We have one incident. PreIncidents_2.wav We have two incidents. PreIncidents_3.wav We have three incidents. PreIncidents_4.wav We have four incidents. PreIncidents_5.wav We have five incidents. PreIncidents_6.wav We have six incidents. PreIncidents_7.wav We have seven incidents. PreIncidents_8.wav We have eight incidents. PreIncidents_9.wav We have nine incidents. PreIncidents_10.wav We have ten incidents. PreIncidents_11.wav We have eleven incidents. PreIncidents_12.wav We have twelve incidents. PreIncidents_13.wav We have thirteen incidents. PreIncidents_14.wav We have fourteen incidents. PreIncidents_15.wav We have fifteen incidents. PreIncidents_16.wav We have sixteen incidents. PreIncidents_17.wav We have seventeen incidents. PreIncidents_18.wav We have eighteen incidents. PreIncidents_19.wav We have nineteen incidents. PreIncidents_20.wav We have twenty incidents. PreIncidents_MoreThan20.wav We have more than twenty incidents.</p> <p>And finally concatenate with:</p> <p>PreIncidents_init.wav Remember, you can always say ‘stop’ if you’re all through listening, or say ‘next route’ to hear the traffic report for the next one.</p>	Continue with rec in this state.
----	---	----------------------------------

5.32.5 Grammar: MultipleRoutes

NL Slot	Values
<action>	cancel, stop, main_menu, help, go_back

Sample Expressions	Slots Filled
Stop!	<action stop>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.32.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.19 GetStartingPoint
<action stop>	--	Stopped.wav Okay, stopped.	5.19 GetStartingPoint
NSP	--	--	5.33 ConstructRouteIncident (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.19 GetStartingPoint
<action main_menu>	--	--	5.2 MainMenu

5.32.7 Error Behavior

None.

5.32.8 Help Behavior

Condition	Action	Goto
--	PreRouteIncidents_helps.wav Okay, here's some help. To go back, say 'stop'. If you stay on the line, I'll give you the traffic for those routes.	Continue with rec in this state.

5.33 ConstructRouteIncident (non-rec)

5.33.1 Description

This state is reached from the PreRouteIncidents state. It will retrieve incident information from the back-end and construct a playable traffic incident by concatenating appropriate prompts. This state is also reached after an incident has been played, and there is another one.

This behavior is described in a separate document.

5.33.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.33.3 Entry and Exit States

Entry States	Exit States
5.32 PreRouteIncidents 5.34 PlayRouteIncident	5.34 PlayRouteIncident

5.33.4 Initial Behavior

Condition	Action	Goto
--	Retrieve latest incident information and construct incident prompt.	5.34 PlayRouteIncident

5.33.5 Grammar:

None.

5.33.6 Action

None.

5.33.7 Error Behavior

None.

5.33.8 Help Behavior

None.

5.34 PlayRouteIncident

5.34.1 Description

This state is reached from the from the Construct Route Incident state, and plays the incident prompt that was put together.

5.34.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.34.3 Entry and Exit States

Entry States	Exit States
5.33 ConstructRouteIncident (non-rec)	5.18 PostPlayTrafficIncidents 5.32 PreRouteIncidents 5.33 ConstructRouteIncident (non-rec)

5.34.4 Initial Behavior

Condition	Action	Goto
--	play traffic incident prompt	Continue with rec in this state

5.34.5 Grammar: PlayRouteIncident

NL Slot	Values
<action>	stop, help, next, repeat, cancel, main_menu, go_back

Sample Expressions	Slots Filled
Stop	<action stop>
next route	<action next>
Help	<action help>
Repeat	<action repeat>
Cancel	<action cancel>
Main menu	<action main_menu>
Go back	<action go_back>

5.34.6 Action

Slots	Condition	Action	Goto
<action next>	More routes	If there are two routes left: NextRoute.wav Okay, next route... If there is only one route left: LastRoute.wav Okay, last route...	5.32 PreRouteIncidents

<action next>	No more routes	PlayIncident_thatsall.wav That's all I have right now. set TrafficMode=EstimatedDrivingTime	5.18 PostPlayTrafficIncidents
<action stop>	--	Stopped.wav Okay, stopped. set TrafficMode=EstimatedDrivingTime	5.18 PostPlayTrafficIncidents
<action help>	--	play help prompt	Continue with rec in this state
<action repeat>	--	play traffic incident prompt	Continue with rec in this state
<action main_menu>	--	--	5.2 MainMenu
<action cancel>	--	Canceled.wav Okay, canceled.	5.18 PostPlayTrafficIncidents
<action go_back>	--	Decrement incident counter (to play previous incident)	5.33 ConstructRouteIncident (non-rec)
NSP	There is more information available for this incident	Play TTS prompt of more information	Continue with rec in this state
NSP	There are more incidents for this route	--	5.33 ConstructRouteIncident (non-rec)
NSP	No more incidents; no more routes	PlayIncident_thatsall.wav That's all I have right now. set TrafficMode=EstimatedDrivingTime	5.18 PostPlayTrafficIncidents
NSP	No more incidents; more routes	If there are two routes left: NextRoute.wav Okay, next route... If there is only one route left: LastRoute.wav Okay, last route...	5.32 PreRouteIncidents

5.34.7 Error Behavior

None.

5.34.8 Help Behavior

Condition	Action	Goto
--	PlayIncident_help.wav Okay, help. If you're through listening to traffic incidents, say 'stop'. To start over, say 'Main Menu'. I'll repeat the last incident now. play traffic incident prompt	Continue with rec in this state.

5.35 RefinePoint

5.35.1 Description

This state is reached after a caller has heard an estimated driving time, and the application has the ability to refine the estimate further if the caller so desires (for example, if the caller has chosen San Francisco as a starting or ending point, the application can use a more exact point within San Francisco and re-do the estimate).

5.35.2 Special Features

Universal Actions are active in this state.

5.35.3 Entry and Exit States

Entry States	Exit States
5.30 MultipleRoutes 5.29 EstimatedRouteInformation	5.15 PreIncidents 5.31 PreambleMultipleRoutes 5.36 RefineStartingPoint 5.37 RefineEndingPoint

5.35.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: RefinePoint.wav Would you like to get a more refined estimate?	Continue with rec in this state

5.35.5 Grammar: RefinePoint

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yep	<yes_no yes>
no	<yes_no no>

5.35.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	The starting point can be refined	--	5.36 RefineStartingPoint

<yes_no yes>	The starting point can't be refined but the ending point can	set flag BothPoints = FALSE	5.37 RefineEndPoint
<yes_no no>	flag MultipleRoutes=FALSE	Okay.wav Okay.	5.15 PreIncidents
<yes_no no>	flag MultipleRoutes=TRUE	Okay.wav Okay.	5.31 PreambleMultipleRoutes

5.35.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. RefinePoint_err2.wav Do you want to get a more accurate driving estimate?	Continue with rec in this state
n=3 (max); flag MultipleRoutes=FALSE	Concatenate: Universal Error Prompt for n=max. RefinePoint_maxerr.wav Sorry I'm having trouble. I'll just go ahead and play the incidents.	5.15 PreIncidents
m=3 (max); flag MultipleRoutes=TRUE	Concatenate: Universal Error Prompt for n=2. RefinePoint_maxerr.wav Sorry I'm having trouble. I'll just go ahead and play the incidents.	5.31 PreambleMultipleRoutes

5.35.8 Help Behavior

Condition	Action	Goto
--	RefinePoint_help.wav Okay, help. Because you chose a location that has more than one possible driving time estimate, I can give you another estimate with a more specific location. If you want to do that, say 'yes'. If not, say 'no', and I'll tell you about any traffic for that route. By the way, you can always say 'Main Menu'.	Continue with rec in this state.

5.36 RefineStartingPoint

5.36.1 Description

This state is reached from the state RefinePoint, where a user has chosen to narrow down their estimate driving time. In this state, several points within that starting point are listed for the caller to choose from. For example, if the caller's starting point was San Francisco, they might be able to choose from 4th street, Pac Bell Park, Highway 101, or the 280 interchange. Once they've chosen one, the system will check to see if the ending point can be refined as well, and then give a new estimate based on the new information.

5.36.2 Special Features

Universal Actions are active in this state.

5.36.3 Entry and Exit States

Entry States	Exit States
5.35 RefinePoint	5.37 RefineEndingPoint 5.28 PlayEstimatedInformation (non-rec) 5.15 PreIncidents 5.31 PreambleMultipleRoutes

5.36.4 Initial Behavior

Condition	Action	Goto
--	Get list of points for this starting point from back-end Concatenate: RefineStartingPoint_init.wav Okay, to refine your starting point, you can choose from any of the following: [list points] RefineStartingPoint_init2.wav Which one would you like?	Continue with rec in this state

5.36.5 Grammar: RefineStartingPoint: [dynamic based on starting point]

NL Slot	Values
<point>	[point for this starting point]

Sample Expressions	Slots Filled
Pac Bell Park	<point pac_bell_park>
Fourth street	<point fourth_street>

5.36.6 Action

Slots	Condition	Action	Goto
<point>	Ending point can be refined	set flag BothPoints = TRUE	5.37 RefineEndingPoint
<point>	Ending point can't be refined	FinishedRefining_Starting.wav All right. By the way, in the future you can say that directly when asked for your starting location. Now I'll give you the updated estimate.	5.28 PlayEstimatedInformation (non-rec)

5.36.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. RefineStartingPoint_err2.wav Say the name of the one you'd like: [list points]	Continue with rec in this state
n=4 (max); flag MultipleRoutes= FALSE	Concatenate: Universal Error Prompt for n=max. RefinePoint_maxerr.wav Sorry I'm having trouble. I'll just go ahead and play the incidents.	5.15 PreIncidents
m=4 (max); flag MultipleRoutes= TRUE	Concatenate: Universal Error Prompt for n=max. RefinePoint_maxerr.wav Sorry I'm having trouble. I'll just go ahead and play the incidents.	5.31 PreambleMultipleRoutes

5.36.8 Help Behavior

Condition	Action	Goto
--	RefineStartingPoint_help.wav Okay, help. By the way, to go back to the top, just say 'Main Menu'. I can get you a more precise driving time estimate if you choose one of the points I've listed that are in your starting city. I'll play the list again: [list points]	Continue with rec in this state.

5.37 RefineEndingPoint

5.37.1 Description

This state is reached from when the ending point the caller has chosen can be refined. It may be called after the caller has already refined the starting point, or directly from RefinePoint. In this state, several points within that ending point are listed for the caller to choose from. For example, if the caller's ending point was San Francisco, they might be able to choose from 4th street, Pac Bell Park, Highway 101, or the 280 interchange. Once they've chosen one, the system will give a new estimate based on the new information.

5.37.2 Special Features

Universal Actions are active in this state.

5.37.3 Entry and Exit States

Entry States	Exit States
5.35 RefinePoint 5.36 RefineStartingPoint	5.28 PlayEstimatedInformation (non-rec) 5.15 PreIncidents 5.31 PreambleMultipleRoutes

5.37.4 Initial Behavior

Condition	Action	Goto
flag BothPoints = FALSE	Get list of points for this ending point from back-end Concatenate: RefineEndingPoint_init.wav I can refine your ending location if you choose from any of the following: [list points] RefineEndingPoint_init2.wav Which one would you like?	Continue with rec in this state
flag BothPoints = TRUE	Get list of points for this ending point from back-end Concatenate: RefineEndingPoint_init3.wav I can also refine your ending location. Choose from one of the following: [list points] RefineEndingPoint_init4.wav Which one would you like?	Continue with rec in this state

5.37.5 Grammar: RefineEndingPoint: [dynamic based on starting point]

NL Slot	Values
<point>	[point for this starting point]

Sample Expressions	Slots Filled
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Pac Bell Park	<point pac_bell_park>
Fourth street	<point fourth_street>

5.37.6 Action

Slots	Condition	Action	Goto
<point>	flag BothPoints = FALSE	FinishedRefining_One.wav All right. By the way, in the future you can say that directly when asked for your ending location. Now I'll give you the updated estimate.	5.28 PlayEstimatedInformation (non-rec)
<point>	flag BothPoints = TRUE	FinishedRefining_Both.wav All right. By the way, in the future you can say either one of those when asked for your starting and ending locations. Now I'll give you the updated estimate.	5.28 PlayEstimatedInformation (non-rec)

5.37.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. RefineStartingPoint_err2.wav Say the name of the one you'd like: [list points]	Continue with rec in this state
n=4 (max); flag MultipleRoutes= FALSE	Concatenate: Universal Error Prompt for n=max. RefinePoint_maxerr.wav I'll just go ahead and play the incidents.	5.15 PreIncidents
m=4 (max); flag MultipleRoutes= TRUE	Concatenate: Universal Error Prompt for n=2. RefinePoint_maxerr.wav Sorry I'm having trouble. I'll just go ahead and play the incidents.	5.31 PreambleMultipleRoutes

5.37.8 Help Behavior

Condition	Action	Goto
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--	Concatenate: RefineEndingPoint_help.wav Okay, help. By the way, to go back to the top, just say 'Main Menu'. I can get you a more precise driving time estimate if you choose one of the points I've listed that are in your ending city. I'll play the list again: [list points]	Continue with rec in this state.
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Public Transportation States

5.38 GetTransitAgency

5.38.1 Description

This state is reached from the Main Menu or Public Transportation Menu, when a caller has asked for transit agencies.

5.38.2 Special Features

Universal Actions are active in this state.

5.38.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.536 PublicTransportationMenu 5.39 GetStartingCity 5.42 GetCityAgency 5.45 ConfirmAgency 5.47 TransferAgencyOperator 5.48 PlayMenuOptions 5.1 Welcome	5.54 GetParaTransitAgency 5.536 PublicTransportationMenu 5.45 ConfirmAgency 5.39 GetStartingCity

5.38.4 Initial Behavior

Condition	Action	Goto
First entry	Check for floodgate message and play if available GetTransitAgency_init.wav Tell me the name of the transit agency, or, if you're not sure, say 'I don't know'.	Continue with rec in this state
All re-entries	GetTransitAgency_init1.wav Tell me the name of the transit agency you'd like, or, if you're not sure, say 'I don't know'.	Continue with rec in this state

5.38.5 Grammar: GetTransitAgency

NL Slot	Values
<agency>	[agency name], dont_know, paratransit

Sample Expressions	Slots Filled
I'd like BART	<agency bart>
The Dumbarton Express	<agency dumbarton_express>

I don't know!	<agency dont_know>
ParaTransit	<agency paratransit>

5.38.6 Action

Slots	Condition	Action	Goto
<agency dont_know>	--	--	5.39 GetStartingCity
<agency paratransit>	--	ParaTransit.wav Okay, ParaTransit...	5.54 GetParaTransitAgency
<agency> (All other slot values)	--	--	5.45 ConfirmAgency

5.38.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetTransitAgency_err2.wav Say the name of a transit agency, or say 'I don't know'. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.536 PublicTransportationMenu

5.38.8 Help Behavior

Condition	Action	Goto
--	GetTransitAgency_help.wav Okay, here's some help. Say the name of a Bay Area public transportation agency, like AC_Transit, BART, or MUNI. If you're not sure, say 'I don't know' and I'll help you find out. You can always say 'Main Menu' to start over. What would you like?	Continue with rec in this state

5.39 GetStartingCity

5.39.1 Description

This state is reached from the GetTransitAgency state, when a caller has said ‘I don’t know’. They can say a city or county and that will be mapped to a list of transit agencies.

5.39.2 Special Features

Universal Actions are active in this state.

5.39.3 Entry and Exit States

Entry States	Exit States
5.38 GetTransitAgency 5.40 ConfirmCityExplicit 5.41 ConfirmCity 5.44 TransferOneAgency	5.38 GetTransitAgency 5.41 ConfirmCity 5.40 ConfirmCityExplicit

5.39.4 Initial Behavior

Condition	Action	Goto
First entry	GetStartingCity_init.wav Okay...what city will be you be traveling from? <2.5 second pause> You can also say the name of a county.	Continue with rec in this state
All re-entries	GetStartingCity_init1.wav Tell me the name of the starting city. <2.5 second pause> Or, you can also say the name of a county.	Continue with rec in this state

5.39.5 Grammar: GetStartingCity

NL Slot	Values
<city>	[city]
<county>	[county]

Sample Expressions	Slots Filled
Pleasant Hill	<city pleasant_hill>
I’ll be travelling from Daly City	<city daly_city>
San Francisco	<city san_francisco>
Contra Costa	<county contra_costa>

5.39.6 Action

Slots	Condition	Action	Goto
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<city> or <county>	Conf. threshold > MAX [85]	--	5.41 ConfirmCity
<city> or <county>	REJECT < Conf. Threshold < MAX	--	5.40 ConfirmCityExplicit

5.39.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetStartingCity_err2.wav Say the name of the city you're starting from. You can also say the county name. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.38 GetTransitAgency

5.39.8 Help Behavior

Condition	Action	Goto
--	GetStartingCity_help.wav Okay, help. Say the name of the city you need information on public transportation for. You can also say the name of the county, such as Contra Costa. If you want to go back to the top, say 'Main Menu'.	Continue with rec in this state.

5.40 ConfirmCityExplicit

5.40.1 Description

This state is reached from the GetStartingCity state, where a caller has said the name of a city in order to find a public transportation agency. This state is reached only if the confidence was low

5.40.2 Special Features

Universal Actions are active in this state.

5.40.3 Entry and Exit States

Entry States	Exit States
5.39 GetStartingCity	5.39 GetStartingCity 5.42 GetCityAgency 5.44 TransferOneAgency

5.40.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: [city/county – use Lo version] WasThatRight.wav Was that right?	Continue with rec in this state

5.40.5 Grammar: ConfirmCityExplicit

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yep	<yes_no yes>
no	<yes_no no>

5.40.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	Multiple agencies for this city	--	5.42 GetCityAgency
<yes_no yes>	One agency for this city	--	5.44 TransferOneAgency

<yes_no no>	--	Randomize: Sorry_a.wav OK, let's go back. Sorry_b.wav Let's try that again. Sorry_c.wav Let's do that again. Add to skiplist, use N-Best	5.39 GetStartingCity
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5.40.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. [city/county – use Lo version] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.39 GetStartingCity

5.40.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmCityExplicit_help.wav Okay, help. I heard: [city/county – use Lo version] ConfirmCityExplicit_help1.wav If that's right, say 'yes'. If it's wrong, say 'no'. To start over, say 'Main Menu'.	Continue with rec in this state.

5.41 ConfirmCity

5.41.1 Description

This state is reached from the GetStartingCity state, if what the user has said is high confidence.

5.41.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.41.3 Entry and Exit States

Entry States	Exit States
5.39 GetStartingCity	5.44 TransferOneAgency 5.42 GetCityAgency 5.39 GetStartingCity

5.41.4 Initial Behavior

Condition	Action	Goto
--	[city/county – use Lo version]	Continue with rec in this state

5.41.5 Grammar: ConfirmCity

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.41.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.39 GetStartingCity

NSP	Multiple agencies for this city	--	5.42 GetCityAgency
NSP	Only one agency for this city	--	5.44 TransferOneAgency
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.39 GetStartingCity
<action main_menu>	--	--	5.2 MainMenu

5.41.7 Error Behavior

None.

5.41.8 Help Behavior

Condition	Action	Goto
--	ConfirmCity_help.wav OK, help. If that's the wrong one, say 'stop'. If it's the right one, just stay on the line.	Continue with rec in this state.

5.42 GetCityAgency

5.42.1 Description

This state is reached after a caller has confirmed the name of the city for a public transportation agency. There are more than one agencies for this city so the caller will choose one here, or say 'I don't know' if they're still not sure.

5.42.2 Special Features

Universal Actions are active in this state.

5.42.3 Entry and Exit States

Entry States	Exit States
5.41 ConfirmCity 5.40 ConfirmCityExplicit 5.43 TransferAgencyMessage	5.43 TransferAgencyMessage 5.45 ConfirmAgency 5.38 GetTransitAgency

5.42.4 Initial Behavior

Condition	Action	Goto
First entry	Concatenate: GetCityAgency_init.wav We've got more than one agency there: [City/CountyAgencies.wav - list agencies prompt for this city/county from back-end] GetCityAgency_init1.wav Say the name of the one you'd like, or, if you're not sure, say 'I don't know'.	Continue with rec in this state
All re-entries	Concatenate: GetCityAgency_init2.wav We've got more than one agency in [city/county – use Lo version] [City/CountyAgencies.wav - list agencies prompt for this city/county from back-end] GetCityAgency_init1.wav Say the name of the one you'd like, or, if you're not sure, say 'I don't know'.	Continue with rec in this state

5.42.5 Grammar: GetCityAgency

NL Slot	Values
<agency>	[agency name], dont_know

Sample Expressions	Slots Filled
Golden Gate Transit	<agency gg_transit>
Richmond Ferry	<agency richmond_ferry>

Amtrak	<agency amtrak>
I dunno	<agency don't_know>

5.42.6 Action

Slots	Condition	Action	Goto
<agency dont_know>	--	--	5.43 TransferAgencyMessage
<agency> All agency names	--	--	5.45 ConfirmAgency

5.42.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2 GetCityAgency_err2a.wav Here's the list of agencies: [City/CountyAgencies.wav – list of agencies]. GetCityAgency_err2b.wav Which one would you like? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.38 GetTransitAgency

5.42.8 Help Behavior

Condition	Action	Goto
--	Concatenate: GetCityAgency_help.wav Okay, here's some help. By the way, to start over, you can say 'Main Menu'. There's more than one agency in [city/county – use Lo version] GetCityAgency_help2.wav I'll need to have you choose one. You can also say 'I don't know' if you're not sure which one. Here's the list: [City/CountyAgencies.wav - list agencies prompt for this city/county from back-end] GetCityAgency_help3.wav To hear the list again, say 'repeat'.	Continue with rec in this state.

5.43 TransferAgencyMessage

5.43.1 Description

This state is reached from the GetCityAgency state, when the caller has said ‘I don’t know’ after hearing the list of agencies for that city.

5.43.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.43.3 Entry and Exit States

Entry States	Exit States
5.42 GetCityAgency	Transfer to agency operator 5.42 GetCityAgency

5.43.4 Initial Behavior

Condition	Action	Goto
--	TransferAgencyMessage_init.wav Okay, let’s try this: the most common one is: [agency name – use Lo version] TransferAgencyMessage_init1.wav I’ll transfer you to that one now, unless you say ‘stop’ or press 1.	Continue with rec in this state

5.43.5 Grammar: TransferAgencyMessage

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.43.6 Action

Slots	Condition	Action	Goto
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< action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.42 GetCityAgency
NSP	--	--	Transfer to agency operator
< action help>	--	Play the help prompt	Continue with rec in this state
< action go_back>	--	--	5.42 GetCityAgency
< action main_menu>	--	--	5.2 MainMenu

5.43.7 Error Behavior

None.

5.43.8 Help Behavior

Condition	Action	Goto
--	Concatenate: TransferAgencyMessage_help1.wav Here's some help. For that city, the most common agency is: [agency – use Lo version]. TransferAgencyMessage_help2.wav If you don't want to be transferred , say 'stop'. If you stay on the line, I'll transfer you there now.	Continue with rec in this state.

5.44 TransferOneAgency

5.44.1 Description

This state is reached after the caller has confirmed the city, and there's only one public transportation agency for that city.

5.44.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.44.3 Entry and Exit States

Entry States	Exit States
5.41 ConfirmCity 5.40 ConfirmCityExplicit	5.39 GetStartingCity 5.46 CreateAgencyMenu (non-rec)

5.44.4 Initial Behavior

Condition	Action	Goto
--	Concatenate TransferOneAgency_init.wav There's only one agency for that city: [agency – use Lo version] TransferOneAgency_init1.wav I'll take you there now, unless you say 'stop' or press 1.	Continue with rec in this state

5.44.5 Grammar: ConfirmLocation

NL Slot	Values
<action>	cancel, main_menu, go_back, help

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.44.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.39 GetStartingCity
NSP	--	--	5.46 CreateAgencyMenu (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.39 GetStartingCity
<action main_menu>	--	--	5.2 MainMenu

5.44.7 Error Behavior

None.

5.44.8 Help Behavior

Condition	Action	Goto
--	TransferOneAgency_help.wav Okay, help. If you don't want me to transfer you, say 'stop'. Or stay on the line and I'll take you there.	Continue with rec in this state.

5.45 ConfirmAgency

5.45.1 Description

This state is reached from the GetTransitAgency state, if the caller has given an agency name, or, from the GetCityAgency state.

5.45.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.45.3 Entry and Exit States

Entry States	Exit States
5.42 GetCityAgency 5.38 GetTransitAgency	5.38 GetTransitAgency 5.46 CreateAgencyMenu (non-rec)

5.45.4 Initial Behavior

Condition	Action	Goto
--	AllrightComma.wav All right, [agency name – Lo version]	Continue with rec in this state

5.45.5 Grammar: ConfirmAgency

NL Slot	Values
<action>	cancel, help, main_menu, go_back

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.45.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.38 GetTransitAgency

NSP	--	--	5.46 CreateAgencyMenu (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.38 GetTransitAgency
<action main_menu>	--	--	5.2 MainMenu

5.45.7 Error Behavior

None.

5.45.8 Help Behavior

Condition	Action	Goto
--	ConfirmAgency_help.wav Here's some help. If that's the wrong agency, say 'stop'. Or just stay on the line and I'll transfer you.	Continue with rec in this state.

5.46 CreateAgencyMenu (non-rec)

5.46.1 Description

This state is reached from the Main Menu or Public Transportation Menu when someone's requested a specific transit agency.

5.46.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.46.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.5 PublicTransportationMenu 5.44 TransferOneAgency 5.45 ConfirmAgency 5.1 Welcome	5.47 TransferAgencyOperator 5.48 PlayMenuOptions

5.46.4 Initial Behavior

Condition	Action	Goto
No menu options	Check for floodgate message and play if available --	5.47 TransferAgency Operator
Menu options	Check for floodgate message and play if available --	5.48 PlayMenuOptio ns

5.46.5 Grammar:

None.

5.46.6 Action

None.

5.46.7 Error Behavior

None.

5.46.8 Help Behavior

None.

5.47 TransferAgencyOperator

5.47.1 Description

This state is reached from the CreateAgencyMenu state, if the agency has no menu options. It's a direct transfer to the agency operator.

5.47.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.47.3 Entry and Exit States

Entry States	Exit States
5.46 CreateAgencyMenu (non-rec)	5.38 GetTransitAgency Transfer to agency operator

5.47.4 Initial Behavior

Condition	Action	Goto
--	TransferAgencyOperator_init.wav I'll go ahead and transfer you to the operator now. If you don't want to be transferred, say 'stop' or press 1.	Continue with rec in this state

5.47.5 Grammar: TransferAgencyOperator

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Main Menu	<action main_menu>
Help	<action help>
Go back	<action go_back>

5.47.6 Action

Slots	Condition	Action	Goto
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< action cancel>	--	Canceled_MainMenu.wav Okay, canceled. Say 'Main Menu' to start over, or stay on the line, and we'll back up.	5.38 GetTransitAgency
NSP	--	--	Transfer to agency operator
< action help>	--	Play the help prompt	Continue with rec in this state
< action go_back>	--	--	5.38 GetTransitAgency
< action main_menu>	--	--	5.2 MainMenu

5.47.7 Error Behavior

None.

5.47.8 Help Behavior

Condition	Action	Goto
--	Concatenate: TransferAgency_Operator_help.wav Here's some help. If you don't want to be transferred to [agency – use Mid version] TransferAgency_Operator_help1.wav say stop. If you stay on the line, I'll transfer you there now.	Continue with rec in this state.

5.48 PlayMenuOptions

5.48.1 Description

This state is reached after a caller has chosen a transit agency that has multiple menu options. This is dynamic; the back-end pulls the agency prompt menu and grammar, and all phone numbers for transfers. If the agency has more than 5 or 6 options, they're broken down into two sets. The caller will hear the most frequently requested items up front, then will be asked to say 'more options' to hear the rest.

5.48.2 Special Features

Universal Actions are active in this state.

5.48.3 Entry and Exit States

Entry States	Exit States
5.46 CreateAgencyMenu (non-rec) 5.49 Transfer 5.50 PlayRecordedMessage 5.51 ServiceInterruptions 5.53 PlayTransitIncident	5.49 Transfer 5.75 GetRoute 5.72 GetBARTStation 5.51 ServiceInterruptions 5.50 PlayRecordedMessage 5.38 GetTransitAgency

5.48.4 Initial Behavior

Condition	Action	Goto
--	[play menu prompt – Agency_MenuOptions]	Continue with rec in this state

5.48.5 Grammar: PlayMenuOptions [dynamic]

NL Slot	Values
<action>	transfer, next_bus, next_train, service_interruptions, recording

Sample Expressions	Slots Filled
I'd like schedules and fares please	<action recording>
Get me customer service	<action transfer>
Umm, lost and found	<action transfer>
Tell me about elevator status	<action recording>
Next bus	<action next_bus>
Schedules	<action recording>
Next train	<action next_train>
Service interruptions	<action service_interruptions>

5.48.6 Action

Slots	Condition	Action	Goto
<action transfer>	--	set TransitType = Public	5.49 Transfer
<action next_bus>	--	--	5.75 GetRoute
<action next_train>	--	--	5.72 GetBARTStation
<action service_interruptions>	--	--	5.51 ServiceInterruptions
<action recording>	--	set TransitType = Public	5.50 PlayRecordedMessage
<action more_options>	--	[play the rest of the options – Agency_MenuOptionsMore.wav]	Continue with rec in this state

5.48.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PlayMenyOptions_err2.wav Tell me your choice, or say ‘repeat’ to hear all the choices again. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let’s back up.	5.38 GetTransitAgency

5.48.8 Help Behavior

Condition	Action	Goto
--	PlayMenuOptions_help.wav Okay, help. If you want to start over, you can say ‘Main Menu’ at any time. Here’s the list of choices again: [play menu prompt – Agency_MenuOptions.wav]	Continue with rec in this state.

5.49 Transfer

5.49.1 Description

This state is reached from the PlayMenuOptions state, if the caller has requested a menu item that will transfer them to an operator.

5.49.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.49.3 Entry and Exit States

Entry States	Exit States
5.48 PlayMenuOptions 5.57 PlayParaTransitMenuOptions	Transfer to phone number 5.48 PlayMenuOptions 5.57 PlayParaTransitMenuOptions

5.49.4 Initial Behavior

Condition	Action	Goto
--	[play appropriate transfer prompt for this transfer – Agency_OptionTransfer.wav]	Continue with rec in this state

5.49.5 Grammar: Transfer

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.49.6 Action

Slots	Condition	Action	Goto
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< action cancel>	ConfirmationType = Public	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.48 PlayMenuOptions
< action cancel>	ConfirmationType = Para	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.57 PlayParaTransitMenuOptions
NSP	--	--	Transfer to given phone number
< action help>	--	Play the help prompt	Continue with rec in this state
< action go_back>	--	--	5.48 PlayMenuOptions
< action main_menu>	--	--	5.2 MainMenu

5.49.7 Error Behavior

None.

5.49.8 Help Behavior

Condition	Action	Goto
--	Transfer_help.wav Here's some help. If you don't want to be transferred [PROSODY], say 'stop'. If you stay on the line, I'll go ahead and transfer you now.	Continue with rec in this state.

5.50 PlayRecordedMessage

5.50.1 Description

This state is reached from the PlayMenuOptions state when the menu option the caller has requested is just to play a recorded message. Afterwards it checks to see if the survey feature is on, and if not goes back to the agency's menu

5.50.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.50.3 Entry and Exit States

Entry States	Exit States
5.48 PlayMenuOptions 5.57 PlayParaTransitMenuOptions	5.88 AskForParticipation 5.48 PlayMenuOptions 5.57 PlayParaTransitMenuOptions

5.50.4 Initial Behavior

Condition	Action	Goto
--	Play the recorded message	Continue with rec in this state

5.50.5 Grammar: PlayRecordedMessage

NL Slot	Values
<action>	cancel, help, go_back, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.50.6 Action

Slots	Condition	Action	Goto
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<action cancel>	ConfirmationType = Public	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.48 PlayMenuOptions
<action cancel>	ConfirmationType = Para	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.57 PlayParaTransitMenuOptions
NSP	Survey is on	--	5.88 AskForParticipation
NSP	Survey is not on ConfirmationType = Public	--	5.48 PlayMenuOptions
NSP	Survey is not on ConfirmationType = Para		5.57 PlayParaTransitMenuOptions
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.48 PlayMenuOptions
<action go_back>	ConfirmationType = Public	--	5.57 PlayParaTransitMenuOptions
<action main_menu>	ConfirmationType = Para	--	5.2 MainMenu

5.50.7 Error Behavior

None.

5.50.8 Help Behavior

Condition	Action	Goto
--	PlayRecordedMessage_help.wav Okay, help. Tell me which of the choices you'd like, or say 'repeat' to hear all the choices again. To start over, say 'Main Menu'. [play recording]	Continue with rec in this state.

5.51 ServiceInterruptions

5.51.1 Description

This state is reached from the CreateAgencyMenu when the caller requests 'Service Interruptions'. It works similarly to play traffic incidents by constructing incidents and playing them.

5.51.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.51.3 Entry and Exit States

Entry States	Exit States
5.48 PlayMenuOptions	5.52 ConstructTransitIncident (non-rec) 5.48 PlayMenuOptions

5.51.4 Initial Behavior

Condition	Action	Goto
--	Retrieve # of incidents from the back-end First play appropriate incident prompt: PreIncidents_1.wav We have one incident. PreIncidents_2.wav We have two incidents. PreIncidents_3.wav We have three incidents. PreIncidents_4.wav We have four incidents. PreIncidents_5.wav We have five incidents. PreIncidents_6.wav We have six incidents. PreIncidents_7.wav We have seven incidents. PreIncidents_8.wav We have eight incidents. PreIncidents_9.wav We have nine incidents. PreIncidents_10.wav We have ten incidents. PreIncidents_11.wav We have eleven incidents. PreIncidents_12.wav We have twelve incidents. PreIncidents_13.wav We have thirteen incidents. PreIncidents_14.wav We have fourteen incidents. PreIncidents_15.wav We have fifteen incidents. PreIncidents_16.wav We have sixteen incidents. PreIncidents_17.wav We have seventeen incidents. PreIncidents_18.wav We have eighteen incidents. PreIncidents_19.wav We have nineteen incidents. PreIncidents_20.wav We have twenty incidents. PreIncidents_MoreThan20.wav We have more than twenty incidents. Then play: PreIncidents_init.wav You can always say 'stop' if you're finished listening.	Continue with rec in this state

5.51.5 Grammar: ServiceInterruptions

NL Slot	Values
<action>	cancel, stop, main_menu, help, go_back

Sample Expressions	Slots Filled
Stop!	<action stop>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.51.6 Action

Slots	Condition	Action	Goto
<action stop>	--	Stopped.wav Okay, stopped.	5.48 PlayMenuOptions
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.48 PlayMenuOptions
NSP	--	--	5.52 ConstructTransitInc ident (non-rec)
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.48 PlayMenuOptions
<action main_menu>	--	--	5.2 MainMenu

5.51.7 Error Behavior

None.

5.51.8 Help Behavior

Condition	Action	Goto
--	ServiceInterruptions_help.wav Okay, help. . If you don't want to listen to these incidents, say 'stop.' If you stay on the line, I'll continue.	Continue with rec in this state.

5.52 ConstructTransitIncident (non-rec)

5.52.1 Description

This state is reached from the PreTransitIncidents state. It will retrieve transit incident information from the back-end and construct a playable incident by concatenating appropriate prompts. This state is also reached after an incident has been played, and there is another one.

This behavior is described in a separate document.

5.52.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.52.3 Entry and Exit States

Entry States	Exit States
5.51 ServiceInterruptions 5.53 PlayTransitIncident	5.53 PlayTransitIncident

5.52.4 Initial Behavior

Condition	Action	Goto
--	Retrieve latest incident information and construct incident prompt.	5.53PlayTransit Incident

5.52.5 Grammar:

None.

5.52.6 Action

None.

5.52.7 Error Behavior

None.

5.52.8 Help Behavior

None.

5.53 PlayTransitIncident

5.53.1 Description

This state is reached from the from the Construct Transit Incident state, and plays the incident prompt that was put together.

5.53.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.53.3 Entry and Exit States

Entry States	Exit States
5.52 ConstructTransitIncident (non-rec)	5.52 ConstructTransitIncident (non-rec) 5.48 PlayMenuOptions

5.53.4 Initial Behavior

Condition	Action	Goto
--	play transit incident prompt	Continue with rec in this state

5.53.5 Grammar: PlayTransitIncident

NL Slot	Values
<action>	stop, help, repeat, main_menu, go_back, cancel

Sample Expressions	Slots Filled
stop	<action stop>
Main Menu	<action main_menu>

5.53.6 Action

Slots	Condition	Action	Goto
<action stop>	--	PlayTransitIncident_canceled.wav Okay, stopped. Let's go back.	5.48 PlayMenuOptions
<action help>	--	play help prompt	Continue with rec in this state
<action repeat>	--	play transit incident prompt	Continue with rec in this state

< action main_menu>	--	--	5.2 MainMenu
< action cancel>	--	Canceled.wav Okay, canceled.	5.48 PlayMenuOptions
< action go_back>	--	--	5.48 PlayMenuOptions
NSP	There is more information available	Play TTS prompt of more information	Continue with rec in this state
NSP	There are more incidents	--	5.52 ConstructTransitIncident (non-rec)
NSP	No more incidents	PlayTransitIncident_thatsall.wav That's all I have right now. Let's go back...	5.48 PlayMenuOptions

5.53.7 Error Behavior

None.

5.53.8 Help Behavior

Condition	Action	Goto
--	PlayTransitIncident_help.wav Okay, help. I'll repeat the last incident now. If you're through listening to transit incidents, say 'stop'. Or, to start over, say 'Main Menu'. play transit incident prompt	Continue with rec in this state.

5.54 GetParaTransitAgency

5.54.1 Description

This state is reached from the Main Menu or Public Transportation Menu, when a caller has asked for ParaTransit. From here they can say the name of an agency or the name of a city.

5.54.2 Special Features

Universal Actions are active in this state.

5.54.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.5 PublicTransportationMenu 5.38 GetTransitAgency 5.55 ConfirmParaTransitExplicit 5.56 ConfirmParaTransitImplicit 5.57 PlayParaTransitMenuOptions 5.1 Welcome	5.5 PublicTransportationMenu 5.55 ConfirmParaTransitExplicit 5.56 ConfirmParaTransitImplicit

5.54.4 Initial Behavior

Condition	Action	Goto
First entry	Check for floodgate message and play if available GetParaTransitAgency_init.wav Now tell me the name of the agency you want , or, if you're not sure, just give me the name of the city. <3 second pause> You can also say the name of the county.	Continue with rec in this state
All re-entries	GetParaTransitAgency_init1.wav Which agency would you like? (rising intonation)	Continue with rec in this state

5.54.5 Grammar: GetParaTransitAgency

NL Slot	Values
<agency>	[agency name]
<city>	[city]
<county>	[county]

Sample Expressions	Slots Filled
WestCat	<agency bart>
Sonoma Options	<agency dumbarton_express>

Vallejo	<city vallejo>
Marin Whistle Stop	<agency marin_whistle_stop>
Contra Costa	<county contra_costa>

5.54.6 Action

Slots	Condition	Action	Goto
<agency> or <city> or <county>	Conf. threshold > MAX [85]	set ParaTransitConfirmation=implicit	5.56 ConfirmParaTransitImplicit
<agency> or <city> or <county>	REJECT < Conf. threshold < MAX [85]	set ParaTransitConfirmation=explicit	5.55 ConfirmParaTransitExplicit

5.54.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetParaTransitAgency_err2.wav Say the name of a transit agency, or if you're not sure, say the name of the city or county instead. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.5 PublicTransportationMenu

5.54.8 Help Behavior

Condition	Action	Goto
--	GetTransitAgency_help.wav Okay, help. Say the name of one of the Bay Area's ParaTransit agencies. If you don't know the name of the agency, say the name of the city you'd like information for instead. You can also say the county name. If you want to start over, say 'Main Menu'. What would you like?	Continue with rec in this state.

5.55 ConfirmParaTransitExplicit

5.55.1 Description

This state is reached from the GetParaTransitAgency state, when the user has said the name of an agency or city and there is low confidence. It explicitly confirms the name of the agency.

5.55.2 Special Features

Universal Actions are active in this state.

5.55.3 Entry and Exit States

Entry States	Exit States
5.54 GetParaTransitAgency	5.54 GetParaTransitAgency 5.56 ConfirmParaTransitImplicit

5.55.4 Initial Behavior

Condition	Action	Goto
--	IHeard.wav I heard: [agency name – use Lo version] WasThatRight.wav Was that right?	Continue with rec in this state

5.55.5 Grammar: ConfirmParaTransitExplicit

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yep	<yes_no yes>
yes, that's correct	<yes_no yes>
no	<yes_no no>
no, that's not right	<yes_no no>

5.55.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	--	--	5.56 ConfirmParaTransitImplicit

<yes_no no>	--	Randomize: Sorry_a.wav OK, let's go back. Sorry_b.wav Let's try that again. Sorry_c.wav Let's do that again. Add to skiplist, use N-Best	5.54 GetParaTransitAgency
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5.55.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. [agency name – use Lo version] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	5.54 GetParaTransitAgency

5.55.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmParaTransitExplicit_help.wav Okay, help. By the way, to start over, say 'Main Menu'. I heard [agency name – use Lo version] WasThatRight.wav Was that right?	Continue with rec in this state.

5.56 ConfirmParaTransitImplicit

5.56.1 Description

This state is reached from the GetParaTransitAgency state if the state/name has a high confidence, and also after the ConfirmParaTransitExplicit state. The prompt played is different depending on where the caller came from, but the message content is the same: telling the caller they'll be taken to that agency unless they say cancel.

5.56.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.56.3 Entry and Exit States

Entry States	Exit States
5.55 ConfirmParaTransitExplicit 5.54 GetParaTransitAgency	5.54 GetParaTransitAgency Transfer to agency operator 5.57 PlayParaTransitMenuOptions

5.56.4 Initial Behavior

Condition	Action	Goto
ParaTransitConfirmation = Implicit Type = agency No menu options	Concatenate [agency name – use Lo version] ConfirmParaTransitImplicit_TransferNow.wav I'll go ahead and transfer you now, unless you say 'stop' or press 1.	Transfer to agency operator
ParaTransitConfirmation = Implicit Type = city/county No menu options	Concatenate: ConfirmParaTransitImplicit_TheAgencyIs The ParaTransit agency for [city/county – use Mid version] Is.wav is [agency name – use Lo version] ConfirmParaTransitImplicit_TransferNow.wav I'll go ahead and transfer you now, unless you say 'stop' or press 1.	Transfer to agency operator
ParaTransitConfirmation = Implicit Type = agency Menu options	Okay.wav Okay, [agency name – use Lo version]	5.57 PlayParaTransitMenuOptions

ParaTransitConfirmation = Implicit Type = city/county Menu options	Concatenate: ConfirmParaTransitImplicit_TheAgencyIs The ParaTransit agency for [city/county – use Mid version] Is.wav is [agency name – use Lo version]	5.57 PlayParaTransit MenuOptions
ParaTransitConfirmation = Explicit Type = agency No menu options	ConfirmParaTransitImplicit_TransferNow.wav I'll go ahead and transfer you now, unless you say 'stop' or press 1.	Transfer to agency operator
ParaTransitConfirmation = Explicit Type = city/county No menu options	Concatenate: ConfirmParaTransitImplicit_TheAgencyIs The ParaTransit agency for [city/county – use Mid version] Is.wav is [agency name – use Lo version] ConfirmParaTransitImplicit_TransferNow.wav I'll go ahead and transfer you now, unless you say 'stop' or press 1.	Transfer to agency operator
ParaTransitConfirmation = Explicit Type = agency Menu options	--	5.57 PlayParaTransit MenuOptions
ParaTransitConfirmation = Explicit Type = city/county Menu options	Concatenate: ConfirmParaTransitImplicit_TheAgencyIs The ParaTransit agency for [city/county – use Mid version] Is.wav is [agency name – use Lo version]	5.57 PlayParaTransit MenuOptions

5.56.5 Grammar: ConfirmParaTransitImplicit

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.56.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	5.54 GetParaTransitAgency
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.54 GetParaTransitAgency
<action main_menu>	--	--	5.2 MainMenu

5.56.7 Error Behavior

None.

5.56.8 Help Behavior

Condition	Action	Goto
--	ConfirmBothImplicit_help.wav Here's some help. If you don't want to be transferred, say 'stop' or press 1. To start over, say 'Main Menu'. Or just stay on the line and I'll transfer you.	Continue with rec in this state.

5.57 PlayParaTransitMenuOptions

5.57.1 Description

This state is reached after a caller has chosen a ParaTransit agency that has multiple menu options. This is dynamic; the back-end pulls the agency prompt menu and grammar, and all phone numbers for transfers.

5.57.2 Special Features

Universal Actions are active in this state.

5.57.3 Entry and Exit States

Entry States	Exit States
5.56 ConfirmParaTransitImplicit	5.49 Transfer
5.49 Transfer	5.50 PlayRecordedMessage
5.50 PlayRecordedMessage	5.54 GetParaTransitAgency

5.57.4 Initial Behavior

Condition	Action	Goto
--	[play menu prompt – Agency_MenuOptions.wav]	Continue with rec in this state

5.57.5 Grammar: PlayParaTransitMenuOptions [dynamic]

NL Slot	Values
<action>	transfer, recording

Sample Expressions	Slots Filled
I'd like schedules and fares please	<action recording>
Get me customer service	<action transfer>
Umm, lost and found	<action transfer>
Tell me about elevator status	<action recording>

5.57.6 Action

Slots	Condition	Action	Goto
<action transfer>	--	set flag TransitType = Para	5.49 Transfer
<action recording>	--	set flag TransitType = Para	5.50 PlayRecordedMessage

5.57.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PlayParaTransitMenuOptions_err2.wav Tell me your choice , or say ‘repeat’ to hear them all again. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let’s back up.	5.54 GetParaTransitAgency

5.57.8 Help Behavior

Condition	Action	Goto
--	PlayParaTransitMenuOptions_help.wav Okay, help. By the way, to start over, say ‘Main Menu’. I’ll repeat the choices again, and when you hear the one you want, just say it: [play menu prompts – Agency_MenuOptions]	Continue with rec in this state.

5.58 RideshareMain

5.58.1 Description

This state is reached from the Main Menu when the caller requests “Carpooling”, “Vanpooling”, or “Rideshare”. The caller will be asked if they want information for Rideshare in Solano County, information for Rideshare everywhere but Solano county, or information on Park n Ride.

If the caller chooses everywhere but Solano county or Park n Ride, the system will go to the implicit confirmation state for transferring to the Rideshare operator. If the choice is Solano county, the system will go to the implicit confirmation state for transferring to the Solano Rideshare operator.

5.58.2 Special Features

Universal Actions are active in this state.

5.58.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.3 WhatAreMyChoices 5.59 RideshareSolanoTransfer 5.60 RideshareTransfer 5.1 Welcome	5.59 RideshareSolanoTransfer 5.60 RideshareTransfer

5.58.4 Initial Behavior

Condition	Action	Goto
--	Check for floodgate message and play if available RideshareMain_init.wav We have two rideshare operators that provide information on carpooling, vanpooling, park and ride lots and much more. If you would like information specifically for Solano or Napa counties, say ‘Solano’ or ‘Napa’; otherwise, say ‘rideshare operator’.	Continue with rec in this state

5.58.5 Grammar: RideshareMain

NL Slot	Values
<menu_option>	rideshare_napasolano_op, rideshare_op, parknride_op

Sample Expressions	Slots Filled
Information for Solano please	<menu_option rideshare_napasolano_op >
Solano or Napa	<menu_option rideshare_napasolano_op >

Info on Park N Ride	<menu_option parknride_op >
Carpooling in Napa county	<menu_option rideshare_napasolano_op >
rideshare operator	<menu_option rideshare_op>
most regions	<menu_option rideshare_op>
operator	<menu_option rideshare_op>

5.58.6 Action

Slots	Condition	Action	Goto
<menu_option rideshare_napasol ano_op >	--	Get Rideshare Napa/Solano information:	5.59 RideshareSolanoTransfer
<menu_option rideshare_op>	--	Get Rideshare information:	5.60 RideshareTransfer
<menu_option parknride_op>	--	Get Rideshare information: RideshareMain_ParkNRide.wav Park N Ride information will be provided by the Rideshare operator.	5.60 RideshareTransfer

5.58.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. RideshareMain_err2.wav For information on Solano or Napa counties, say 'Solano' or 'Napa.' I can also transfer you to the Rideshare operator. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.58.8 Help Behavior

Condition	Action	Goto
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--	RideshareMain_Help.wav Sure, here's some help. Remember, to start over, you can say 'Main Menu' at any time. Right now, you can get information on carpooling or vanpooling, or specifically for carpooling or vanpooling in Solano or Napa County. You can also ask for general information on Park N Ride. Which would you like?	Continue with rec in this state
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5.59 RideshareSolanoTransfer

5.59.1 Description

This state is reached from the RideshareMain menu when the caller requests “Solano County” or “Rideshare for Solano”. Any floodgate messages for Solano County Rideshare are played, followed by a confirmation state that the system is transferring the call. This is an implicit confirmation state. The caller will be transferred to the Solano County Rideshare operator unless he/she says “stop” or “cancel”.

If the caller says to “stop”, a prompt will indicate that the transfer has been canceled, and the call will return to the RideshareMain menu.

5.59.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.59.3 Entry and Exit States

Entry States	Exit States
5.58 RideshareMain	5.58 RideshareMain Transfer to Rideshare Solano Operator

5.59.4 Initial Behavior

Condition	Action	Goto
--	Check for floodgate info Pass floodgate prompts to thePlayFloodgateMessage state.	PlayFloodgate Message
--	RideshareSolanoTransfer_init.wav Okay, stay on the line while I transfer you to the Rideshare operator for Napa and Solano Counties. If you don’t want to be transferred, say ‘stop’ or press 1.	Continue with rec in this state

5.59.5 Grammar: RideshareSolanoTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>

Go back	< action go_back>
Main menu	< action main_menu>

5.59.6 Action

Slots	Condition	Action	Goto
< action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.58 RideshareMain
NSP	--	--	Transfer to Rideshare Solano Operator
< action help>	--	Play the help prompt	Continue with rec in this state
< action go_back>	--	--	5.58 RideshareMain
< action main_menu>	--	--	5.2 MainMenu

5.59.7 Error Behavior

None.

5.59.8 Help Behavior

Condition	Action	Goto
--	RideshareSolanoTransfer_help.wav Here's some help. If you don't want to be transferred to the Napa and Solano Rideshare operator, say 'stop' or press 1, or, stay on the line and I'll transfer you.	Continue with rec in this state.

5.60 RideshareTransfer

5.60.1 Description

This state is reached from the RideshareMain menu when the caller requests “everywhere else”, “Rideshare for everywhere else” or “Park N Ride”. This is an implicit confirmation state. The caller will be transferred to the general Rideshare operator unless he/she says “stop” or “cancel”.

If the caller says to “stop”, a prompt will indicate that the transfer has been canceled, and the call will return to the RideshareMain menu.

5.60.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.60.3 Entry and Exit States

Entry States	Exit States
5.58 RideshareMain	5.58 RideshareMain Transfer to Rideshare Operator

5.60.4 Initial Behavior

Condition	Action	Goto
--	Check back-end for floodgate and play if exists	--
--	RideshareTransfer_init.wav Now, stay on the line while I transfer you to the Rideshare operator, or say ‘stop’ or press 1 if you don’t want this transfer.	Continue with rec in this state

5.60.5 Grammar: RideshareTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.60.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	5.58 RideshareMain
NSP	--	--	Transfer to Rideshare Operator
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.58 RideshareMain
<action main_menu>	--	--	5.2 MainMenu

5.60.7 Error Behavior

None.

5.60.8 Help Behavior

Condition	Action	Goto
--	RideshareTransfer_help.wav Here's some help. If you don't want to connect to the Rideshare operator, say 'stop' or press 1, or stay on the line, and I'll transfer you.	Continue with rec in this state.

5.61 PretaxMain

5.61.1 Description

This state is reached from the PublicTransportationMenu when the caller requests “Transit Incentives”. The system will play an informative message describing the transit incentives (previously referred to as pre-tax benefits), and ask the caller if they want to transfer to an operator for more information.

5.61.2 Special Features

Universal Actions are active in this state.

5.61.3 Entry and Exit States

Entry States	Exit States
5.5 PublicTransportationMenu	MainMenu Transfer to PreTax Operator

5.61.4 Initial Behavior

Condition	Action	Goto
--	PretaxMain_init.wav Commuter Incentives are programs which provide monetary rewards for <i>not driving alone</i> . I can transfer you to an operator if you'd like to know more. To get information about Commuter Incentives, including the Commuter Tax Benefit program, say 'Commuter Incentives'. If you want information specifically for Solano or Napa counties, please say 'Solano' or 'Napa'. To start over, just say 'Main Menu'.	Continue with rec in this state

5.61.5 Grammar: PretaxMain

NL Slot	Values
<transfer>	solano_napa, other

Sample Expressions	Slots Filled
Solano or Napa.	<transfer solano_napa>
Commuter benefits	<transfer other>
Napa county please.	<transfer solano_napa>

5.61.6 Action

Slots	Condition	Action	Goto
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<transfer solano_napa>	--	PretaxMain_TransferringSolano.wav Okay, please stay on the line while I transfer you to the rideshare operator for Napa and Solano county. If you'd rather not be transferred, say 'cancel'.	Transfer to Solano/Napa number
<transfer other>	--	PretaxMain_Transferring.wav Okay, please stay on the line while I transfer you to the rideshare operator, If you'd rather not be transferred, say 'cancel'.	Transfer to number for other counties

5.61.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. PretaxMain_err2.wav Say 'commuter incentives' to be transferred to the operator. If you want info for Solano or Napa county, say 'Napa' or 'Solano'. Or say 'Main Menu' to start over. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	PublicTransportationMenu

5.61.8 Help Behavior

Condition	Action	Goto
--	PretaxMain_help.wav Okay, help. To start over, say 'Main Menu.' If you'd like to find out more about what commuter incentives are, say 'commuter incentives' and I'll transfer you to an operator. If you're in Solano or Napa county and want info, say 'Solano' or 'Napa'.	Continue with rec in this state.

5.62 TransferToPlannedHighwayConstruction

5.62.1 Description

This state is reached from the TrafficMenu when the caller requests “planned highway construction”. This is an implicit confirmation state. The caller will be transferred to the CalTrans Planned Highway Construction phone number, which will play a recording after hours, or go to a live operator during operator hours.

If the caller says to “stop”, a prompt will indicate that the transfer has been canceled, and the call will return to the TrafficMenu.

5.62.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.62.3 Entry and Exit States

Entry States	Exit States
5.6 TrafficMenu	TrafficMenu Transfer to CalTrans Construction

5.62.4 Initial Behavior

Condition	Action	Goto
--	TransferToPlannedHighwayConstruction_init.wav Okay, I'll transfer you. If you don't want to transfer, just say 'cancel' or press 1.	Continue with rec in this state

5.62.5 Grammar: RideshareTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.62.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's go back.	TrafficMenu
NSP	--	Check Planned Highway Construction	Transfer to CalTrans Construction
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	TrafficMenu
<action main_menu>	--	--	5.2 MainMenu

5.62.7 Error Behavior

None.

5.62.8 Help Behavior

Condition	Action	Goto
--	TransferToPlannedHighwayConstruction_help.wav Here's some help. If you don't want to transfer to CalTrans, say 'stop.' If you just stay on the line, I'll transfer you.	Continue with rec in this state.

5.63 BicyclingMain

5.63.1 Description

This state is reached from the MainMenu when the caller requests “bicycling”. The caller will be asked if they want information for Bicycling in Solano County, or information for Bicycling everywhere but Solano county.

If the caller chooses everywhere but Solano county, the system will go to the implicit confirmation state for transferring to the Bicycling operator. If the choice is Solano county, the system will go to the implicit confirmation state for transferring to the Solano County operator.

5.63.2 Special Features

Universal Actions are active in this state.

5.63.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.1 Welcome 5.3 WhatAreMyChoices	BicyclingSolanoTransfer BicyclingTransfer

5.63.4 Initial Behavior

Condition	Action	Goto
First entry	Check for floodgate message and play if available BicyclingMain_init.wav For Napa or Solano counties, just say ‘Napa’ or ‘Solano’. For other counties, just say ‘bike operator’.	Continue with rec in this state
All re-entries	BicyclingMain_init1.wav To get bicycling information in most regions, say ‘bike operator’. If you want information specifically for Solano or Napa counties, please say ‘Solano’ or ‘Napa’. By the way, if you want to start over, say ‘Main Menu’.	Continue with rec in this state

5.63.5 Grammar: BicyclingMain

NL Slot	Values
<menu_option>	bicycling_napasolano_op, bicycling_op

Sample Expressions	Slots Filled
Information for Solano please	<menu_option bicycling_napasolano_op >
specifically for Napa	<menu_option bicycling_napasolano_op >

Napa or Solano County	<menu_option bicycling_napasolano_op >
bicycling	<menu_option bicycling_op>
bike operator	<menu_option bicycling_op>
Um, most regions	<menu_option bicycling_op>

5.63.6 Action

Slots	Condition	Action	Goto
<menu_option bicycling_napasolano_op >	--	Get Bicycling Solano information:	BicyclingSolano Transfer
<menu_option bicycling_op>	--	Get Rideshare information:	BicyclingTransfer

5.63.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. BicyclingMain_err2.wav You can say 'Napa County' or 'Solano County' or, for other regions, you can say 'bike operator.' Which would you like? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. BicyclingMain_maxerr.wav Sorry I'm having trouble. Let's go back to the Main Menu.	MainMenu

5.63.8 Help Behavior

Condition	Action	Goto
--	BicyclingMain_help.wav Sure, here's some help. Remember, to start over, you can ask for 'Main Menu'. You can ask for Napa or Solano County, or for other regions, say 'bike operator'. Which would you like?	Continue with rec in this state

5.64 BicyclingSolanoTransfer

5.64.1 Description

This state is reached from the BicyclingMain menu when the caller requests “Solano County” or “Bicycling for Solano”. This is an implicit confirmation state. The caller will be transferred to the Solano County Bicycling operator unless he/she says “stop” or “cancel”.

If the caller says to “stop”, a prompt will indicate that the transfer has been canceled, and the call will return to the BicyclingMain menu.

5.64.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.64.3 Entry and Exit States

Entry States	Exit States
BicyclingMain	BicyclingMain Transfer to Bicycling Solano Operator

5.64.4 Initial Behavior

Condition	Action	Goto
--	BicyclingSolanoTransfer_init.wav Okay, stay on the line while I transfer you to the bicycling operator for Napa and Solano County. Say ‘stop’ or press 1 if you don’t want to connect.	Continue with rec in this state

5.64.5 Grammar: BicyclingSolanoTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.64.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	BicyclingMain
NSP	--	--	Transfer to Bicycling Solano Operator
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	BicyclingMain
<action main_menu>	--	--	5.2 MainMenu

5.64.7 Error Behavior

None.

5.64.8 Help Behavior

Condition	Action	Goto
--	BicyclingSolanoTransfer_help.wav Here's some help. If you don't want the Napa and Solano County Bicycling operator, say 'stop', Or, just stay on the line, and I'll transfer you.	Continue with rec in this state.

5.65 BicyclingTransfer

5.65.1 Description

This state is reached from the BicyclingMain menu when the caller requests “everywhere else” or “Bicycling for everywhere else”. This is an implicit confirmation state. The caller will be transferred to the general Bicycling operator unless he/she says “stop” or “cancel”.

If the caller says to “stop”, a prompt will indicate that the transfer has been canceled, and the call will return to the BicyclingMain menu.

5.65.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.65.3 Entry and Exit States

Entry States	Exit States
BicyclingMain	BicyclingMain Transfer to Bicycling Operator

5.65.4 Initial Behavior

Condition	Action	Goto
--	BicyclingTransfer_init.wav Okay, stay on the line while I transfer you to the bicycling operator. If you don't want this transfer, say 'stop' or press 1.	Continue with rec in this state

5.65.5 Grammar: BicyclingTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.65.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	BicyclingMain
NSP	--	--	Transfer to Bicycling Operator
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	BicyclingMain
<action main_menu>	--	--	5.2 MainMenu

5.65.7 Error Behavior

None.

5.65.8 Help Behavior

Condition	Action	Goto
--	BicyclingTransfer_help.wav Here's some help. If you don't want to connect to the bicycling operator, say 'stop', If you just stay on the line, I'll transfer you.	Continue with rec in this state.

5.66 GetAirport

5.66.1 Description

This state is reached from the MainMenu, the PublicTransportationMenu, or the TrafficMenu when the caller requests “Airports”. The caller will be asked for the name of the Airport and then the system will present a menu of options related to airports, including information on traffic incidents, parking, or ground transportation.

Depending on the airport, the parking and ground transportation requests may either result in a pre-recorded message being played, or transfer to an operator.

If the caller requests traffic incidents, the system will go to the traffic incidents subdialog, passing in the name of the airport.

5.66.2 Special Features

Universal Actions are active in this state.

5.66.3 Entry and Exit States

Entry States	Exit States
5.2 MainMenu 5.1 Welcome 5.3 WhatAreMyChoices 5.5 PublicTransportationMenu 5.6 TrafficMenu	AirportMenu

5.66.4 Initial Behavior

Condition	Action	Goto
--	GetAirport_init.wav You can ask for information on San Francisco, San Jose, Sacramento, or Oakland International airport . Which would you like?	Continue with rec in this state

5.66.5 Grammar: GetAirport

NL Slot	Values
<airport>	SFO, SJC, OAK

Sample Expressions	Slots Filled
Information for Oakland please	<airport OAK>
Um, San Jose	<airport SJC>
SFO	<airport SFO>

5.66.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled.wav Okay, canceled.	MainMenu
<airport OAK>	--	set Location = OAK	AirportMenu
<airport SJC>	--	set Location = SJC	AirportMenu
<airport SFO>	--	set Location = SFO	AirportMenu
<airport SAC>	--	TransferToSacramento.wav Okay, I'll transfer you to the operator for the Sacramento airport now. If you don't want to be transferred, say 'stop' or press 1.	Place call to SNCL

5.66.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. GetAirport_err2.wav You can choose San Francisco, Sacramento, San Jose, or Oakland. You can also start over at any time by saying Main Menu. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.66.8 Help Behavior

Condition	Action	Goto
--	GetAirport_help.wav OK, here's some help. Remember, to start over at any time, say 'Main Menu', Right now, you can get information on one of the following airports: San Francisco International, San Jose International, Sacramento International, or Oakland International. Which would you like?	Continue with rec in this state

5.67 AirportMenu

5.67.1 Description

This state is reached from GetAirport, after the caller has specified the name of the airport. The system will present a menu of options related to airports, including information on traffic incidents, parking, or ground transportation.

Depending on the airport, the parking and ground transportation requests may either result in a pre-recorded message being played, or transfer to an operator.

If the caller requests traffic incidents, the system will go to the traffic incidents subdialog, passing in the name of the airport.

5.67.2 Special Features

Universal Actions are active in this state.

5.67.3 Entry and Exit States

Entry States	Exit States
GetAirport	AirportMessage AirportTransfer AirportTrafficIncidents

5.67.4 Initial Behavior

Condition	Action	Goto
If there are 1 or more floodgate messages for this airport (SFO, SJC, or OAK)	Pass floodgate prompts to the PlayFloodgateMessage state. Goto PlayFloodgateMessage <i>Return to here</i> from PlayFloodgateMessage AirportMenu_init1.wav Now, I can give you information on traffic incidents, parking, or ground transportation. Which would you like?	PlayFloodgateMessage Continue with rec in this state after the system returns from PlayFloodgateMessage
If there are no floodgate messages.	AirportMenu_init1.wav I can give you information on traffic incidents, parking, or ground transportation. Which would you like?	Continue with rec in this state

5.67.5 Grammar: AirportMenu

NL Slot	Values
<menu_option>	parking, ground_transportation, traffic_incidents

Sample Expressions	Slots Filled
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Information for parking please	<menu_option parking >
Um, I'd like ground transportation	<menu_option ground_transportation>
airport traffic	<menu_option traffic_incidents>

5.67.6 Action

Slots	Condition	Action	Goto
<menu_option parking >	backend returns a .wav file	set InfoType = parking --	AirportMessage
<menu_option parking >	backend returns a telephone number	set InfoType = parking --	AirportTransfer
<menu_option ground_transportation>	backend returns a .wav file	set InfoType = ground_transportation --	AirportMessage
<menu_option ground_transportation>	backend returns a telephone number	set InfoType = ground_transportation --	AirportTransfer
<menu_option traffic_incidents>	backend returns airport traffic info	--	AirportTrafficIncidents

5.67.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. AirportMenu_err2.wav You can choose traffic incidents, parking, or ground transportation. You can also go back to the top at any time by saying 'Main Menu'. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.67.8 Help Behavior

Condition	Action	Goto
--	AirportMenu_help.wav Sure, here's some help. Remember, to start over at any time, just say 'Main Menu.' Right now, you can ask for one of the following types of airport information: traffic incidents, parking, or ground transportation. Which would you like?	Continue with rec in this state.

5.68 AirportMessage

5.68.1 Description

This state is reached from the AirportMenu when the caller requests “parking” or “ground transportation”, and the backend system returns a pre-recorded message. The system gives the caller the option to say ‘stop’ during the message, and then plays the message.

If the caller says ‘stop’, the system returns to the AirportMenu. If the caller says nothing (NSP), the system goes to PostAirportMessage.

5.68.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.68.3 Entry and Exit States

Entry States	Exit States
AirportMenu	AirportMenu PostAirportMessage

5.68.4 Initial Behavior

Condition	Action	Goto
Initial Entry InfoType == parking	AirportMessage_parking_init.wav Okay. To interrupt the following message on airport parking, just say ‘stop’. Play pre-recorded message on parking for the requested airport.	Continue with rec in this state
Initial Entry InfoType == ground_transportati on	AirportMessage_groundtrans_init.wav Okay. To interrupt the following message on ground transportation at the airport, just say ‘stop’. Play pre-recorded message on ground transportation for the requested airport.	Continue with rec in this state
Re-entry from PostAirportMessage InfoType == parking	AirportMessage_parking_init2.wav Here’s that message again. Remember, you can interrupt at any time by saying ‘stop’. Play pre-recorded message on parking for the requested airport.	Continue with rec in this state
Re-entry from PostAirportMessage InfoType == ground_transportati on	AirportMessage_groundtrans_init2.wav Here’s that message again. Remember, you can interrupt at any time by just saying ‘stop’. Play pre-recorded message on ground transportation for the requested airport.	Continue with rec in this state

5.68.5 Grammar: AirportMessage

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.68.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Stopped_AirportMessage.wav Okay, stopped. Let's go back to the Airport Menu. You can always say 'Main Menu' to start over.	AirportMenu
NSP	--	--	PostAirportMessage
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	AirportMenu
<action main_menu>	--	--	5.2 MainMenu

5.68.7 Error Behavior

None.

5.68.8 Help Behavior

Condition	Action	Goto
InfoType == parking	Concatenate: AirportMessage_parking_help.wav Here's some help. You can interrupt this airport parking message at any time by saying 'stop.' To hear it again, stay on the line. [pre-recorded message on parking at this airport]	Continue with rec in this state.

InfoType == ground_transporta tion	Concatenate: AirportMessage_groundtrans_help.wav Here's some help. If you don't want to hear this airport parking message, say 'stop.' To hear it again, stay on the line. [pre-recorded message on ground transportation at this airport]	Continue with rec in this state.
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5.69 PostAirportMessage

5.69.1 Description

This state is reached from the AirportMessage after the pre-recorded message has played, and the caller didn't say anything during the message readout. The caller is given the option to hear the message again ("repeat" AirportMessage), get more airport information (AirportMenu), or go back to the Main Menu.

5.69.2 Special Features

Universal Actions are active in this state.

5.69.3 Entry and Exit States

Entry States	Exit States
AirportMessage	AirportMessage AirportMenu MainMenu

5.69.4 Initial Behavior

Condition	Action	Goto
--	PostAirportMessage_init.wav To hear that again, say 'repeat.' Now, I can get you more airport information, or take you back to the Main Menu. If you're all finished, you can just hang up.	Continue with rec in this state

5.69.5 Grammar: PostAirportMessage

NL Slot	Values
<menu_option>	more_airport_info

Sample Expressions	Slots Filled
More information please	<menu_option more_airport_info>
Um, I'd like the Main Menu	<action main_menu >
cancel	<action cancel>
Go back	<action cancel>
repeat	<action repeat>

5.69.6 Action

Slots	Condition	Action	Goto
<menu_option more_airport_info >	--	--	AirportMenu

<action repeat>	--	--	AirportMessage
<action cancel>	--	Canceled_BackToMainMenu.wav Okay, back to the Main Menu.	MainMenu

5.69.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. PostAirportMessage_err2.wav You can repeat the previous message, get additional airport information, or go back to the Main Menu. Which would you like? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.69.8 Help Behavior

Condition	Action	Goto
--	PostAirportMessage_help.wav Sure, here's some help. Remember, to start over at any time, say 'Main Menu.' Right now, you can ask for a repeat of the previous airport message, or more airport information. Which would you like?	Continue with rec in this state.

5.70 AirportTransfer

5.70.1 Description

This state is reached from the AirportMenu when the caller requests “parking” or “ground transportation”, and the backend system returns a telephone number to transfer to. The system gives the caller the option to say ‘stop’ to avoid the transfer.

If the caller says ‘stop’, the system returns to the AirportMenu. If the caller says nothing (NSP), the system transfers the call to the Airport Operator.

5.70.2 Special Features

Universal Actions are active in this state.

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.70.3 Entry and Exit States

Entry States	Exit States
AirportMenu	AirportMenu Transfer to Airport Operator

5.70.4 Initial Behavior

Condition	Action	Goto
--	AirportTransfer_init.wav Okay, stay on the line while I transfer you to the Airport Rideshare operator. Say ‘stop’ (or press 1) if you don’t want this transfer.	Continue with rec in this state

5.70.5 Grammar: AirportTransfer

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.70.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	AirportMenu
NSP	--	--	Transfer to Airport Operator
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	AirportMenu
<action main_menu>	--	--	5.2 MainMenu

5.70.7 Error Behavior

None.

5.70.8 Help Behavior

Condition	Action	Goto
--	AirportTransfer_help.wav Here's some help. If you don't want to connect to the Airport Rideshare operator, say 'stop' If you just stay on the line, I'll transfer you.	Continue with rec in this state.

5.71 AirportTrafficIncidents (non-rec)

5.71.1 Description

This non-recognition state is reached from the AirportMenu, when a caller requests Traffic Incidents. It plays a transition acknowledgment that the system is going to traffic incidents, and sets the LocationType to be a 'hot_spot'.

5.71.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.71.3 Entry and Exit States

Entry States	Exit States
AirportMenu	PreIncidents

5.71.4 Initial Behavior

Condition	Action	Goto
--	set LocationType=hot_spot AirportTrafficIncidents_init.wav Sure. Traffic incidents. Pass LocationType and Location on to the next state.	PreIncidents

5.71.5 Grammar:

None.

5.71.6 Action

None.

5.71.7 Error Behavior

None.

5.71.8 Help Behavior

None.

5.72 GetBARTStation

5.72.1 Description

This state is reached from PlayMenuOptions (for CreateAgencyMenu), after the caller has specified that the agency is BART and that he/she wants information on the “next train”. The system asks the caller for the name of the BART station.

If confidence is high, the system moves to an implicit confirmation state. If confidence is not high, the system goes to an explicit confirmation state.

Only unambiguous station names are included in the grammar.

5.72.2 Special Features

Universal Actions are active in this state.

Use N-Best and skiplists to keep track of what caller has negatively confirmed.

5.72.3 Entry and Exit States

Entry States	Exit States
5.48 PlayMenuOptions	ConfirmBARTStationImplicit ConfirmBARTStationExplicit

5.72.4 Initial Behavior

Condition	Action	Goto
First entry	Get list of Stations from the backend GetBARTStation_init.wav <i>Okay, for which station?</i>	Continue with rec in this state
Re-entry	GetBARTStation_reentry.wav <i>What’s the full name of the station?</i>	Continue with rec in this state

5.72.5 Grammar: GetBARTStation

NL Slot	Values
<bart_station>	From a list of approximately 40 stations. Examples: 12thSt_OaklandCityCenter 16thSt_Mission 24thSt_Mission BayFair ElCerritoDelNorte ElCerritoPlaza NorthConcord_Martinez

Sample Expressions	Slots Filled
Information for Bay Fair please	< bart_station BayFair >
Um, twelfth street please	< bart_station 12thSt_OaklandCityCenter >

5.72.6 Action

Slots	Condition	Action	Goto
<bart_station> (filled with a valid bart station name)	Confidence high		ConfirmBARTSt ationImplicit
<bart_station> (filled with a valid bart station name)	Confidence in midrange		ConfirmBARTSt ationExplicit

5.72.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetBARTStation_err2.wav What's the <i>full</i> name of that BART station? For example, BayFair. Or, Sixteenth Street and Mission. <3 second pause> Or, press 0 to hear a list of all the stations.	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.72.8 Help Behavior

Condition	Action	Goto
--	GetBARTStation_help.wav Here's some help. To find that information you requested, I need to know which BART station you want. Give me the <i>full</i> name of the station. For example, Bay Fair. Or, Sixteenth Street and Mission.	Continue with rec in this state.

5.73 ConfirmBARTStationImplicit

5.73.1 Description

This state is reached from the GetBARTStation state, in case the recognition confidence for the station name was high. This is an implicit confirmation state.

The caller has the option to say 'stop' or 'cancel', in which case the system will go back to the GetBARTStation question.

If the caller remains silent, the system will go on to the AnnounceBusTimes state (to announce the train times).

5.73.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.73.3 Entry and Exit States

Entry States	Exit States
GetBARTStation	GetBARTStation AnnounceTrainTimes

5.73.4 Initial Behavior

Condition	Action	Goto
--	Get BART station confirmation prompt from back-end Concatenate: OkayComma.wav Okay, [station]	Continue with rec in this state

5.73.5 Grammar: ConfirmBARTStationImplicit

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>
Go back	<action go_back>

Main menu	<action main_menu>
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5.73.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	GetBARTStation
NSP	--	Pass agency name and station name on to the next state.	AnnounceTrainTimes
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	GetBARTStation
<action main_menu>	--	--	5.2 MainMenu

5.73.7 Error Behavior

None.

5.73.8 Help Behavior

Condition	Action	Goto
--	<p>ConfirmBARTStationImplicit_help1.wav Here's some help. I heard: [station]</p> <p>ConfirmBARTStationImplicit_help2.wav If that's wrong, say 'stop'. Or, if it's correct, just stay on the line and I'll get you information on the next train.</p>	Continue with rec in this state.

5.74 ConfirmBARTStationExplicit

5.74.1 Description

This state is reached from the GetBARTStation state, in case the recognition confidence for the station name was in the mid range. This is an explicit confirmation state.

If the caller says “yes”, the system will go on to the AnnounceBusTimes state (to announce the train times). If the caller says “no”, the system will return to the GetBARTStation.

5.74.2 Special Features

Universal Actions are active in this state.

5.74.3 Entry and Exit States

Entry States	Exit States
GetBARTStation	GetBARTStation AnnounceTrainTimes

5.74.4 Initial Behavior

Condition	Action	Goto
--	Get BART station confirmation prompt from back-end Concatenate: ConfirmBARTStationExplicit_init1.wav I heard [station] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state

5.74.5 Grammar: ConfirmBARTStationExplicit

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.74.6 Action

Slots	Condition	Action	Goto
< yes_no yes>	--	Pass agency name, BART, and station name to the next state.	AnnounceTrainTimes
<yes_no no>	--	--	GetBARTStation

5.74.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. ConfirmBARTStationExplicit_err2.wav I heard: [station] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	GetBARTStation

5.74.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmBARTStationExplicit_help1.wav Okay, help. I think you wanted: [station] ConfirmBARTStationExplicit_help2.wav If that's right, say 'yes'. If not, say 'no'. To start over at any time, say 'Main Menu'.	Continue with rec in this state.

5.75 GetRoute

5.75.1 Description

This state is reached when a caller requests NextBus from an agency submenu. In this state, the caller is asked to give the route for the bus that he/she wants information on. The caller is also presented with the option to ask for a list of routes for this agency.

Once the caller gives the name of a bus route, if the recognition confidence is high, the system will ask for the bus stop next. If the recognition confidence is in the midrange, the system will move to an explicit confirmation state before asking for the bus stop.

If the caller says “I don’t know” (the route), then the system will move to the RouteWhatAreMyChoices state to play a list of the routes available.

5.75.2 Special Features

Universal Actions are active in this state.

Use N-Best and skiplists to keep track of routes a caller has negatively confirmed.

5.75.3 Entry and Exit States

Entry States	Exit States
5.48 PlayMenuOptions	RouteWhatAreMyChoices GetBusStopHighConf ConfirmRouteExplicit 5.48 PlayMenuOptions

5.75.4 Initial Behavior

Condition	Action	Goto
First entry	GetRoute_init.wav Okay, which route would you like? To hear all available routes say ‘list all’.	Continue with rec in this state
Re-entry from ConfirmRouteExplicit	GetRoute_init1.wav Okay, <i>what’s</i> the route?	Continue with rec in this state
Re-entry from anywhere except ConfirmRouteExplicit	GetRoute_init2.wav Okay, which route would you like? Remember you can say ‘list all’.	Continue with rec in this state

5.75.5 Grammar: GetRoute

NL Slot	Values
<action>	list_all

<route>	For Agency == AC Transit: 72_north, 72_south, 72L_south, 72L_south, 73_north, 73_south For Agency == San Francisco MUNI Metro: j_church_in, j_church_out, k_ingleside_in, k_ingleside_out, l_taraval_in, l_taraval_out, m_oceanview_in, m_oceanview_out, n_judah_in, n_judah_out, shuttle_in, shuttle_outK For Agency == MUNI Buses 22_fillmore_north, 22_fillmore_south For Agency == Emery-Go-Round christie_to_emeryville, christie_to_bart, n_hollis_to_emeryville, n_hollis_to_bart, hollis_amtrak_to_emeryville, hollis_amtrak_to_bart, powell_to_emeryville, powell_to_bart, saturday_cityloop_emeryville, saturday_cityloop_bart, saturday_shoppers_emeryville, saturday_shoppers_bart
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Sample Expressions	Slots Filled
What are my choices?	<action what_are_my_choices>
It's Route 72 L Northbound	<route route 72L_north>
J Church Inbound, please	<route j_church_in>
Get me twenty two Fillmore Southbound	<route 22_fillmore_south>
Saturday City Loop to Emeryville	<route saturday_cityloop_emeryville>
List all	<action list_all>
List all routes	<action list_all>

5.75.6 Action

Slots	Condition	Action	Goto
<route>	rec confidence high	Pass AgencyName and route to the next state.	GetBusStopHighConf
<route>	rec confidence in mid-range	Pass AgencyName, and route to the next state.	ConfirmRouteExplicit
<action list_all>	--	--	RouteWhatAreMyChoices

5.75.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.

n=2-3	Concatenate: Universal Error Prompt for n=2. GetRoute_err2.wav Please say the full name of the bus route you want information for, such as [agency specific examples]. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	PlayMenuOptions

5.75.8 Help Behavior

Condition	Action	Goto
--	GetRoute_help.wav Okay, here's some help. Tell me the name of the bus route you want. For a list of available routes, say 'list all'.	Continue with rec in this state.

5.76 RouteWhatAreMyChoices

5.76.1 Description

This state is reached from GetRoute when the caller requests “What are my choices?” It plays a list of all of the available bus routes for the bus agency the caller selected. This is in addition to the standard ‘help’ prompt, which is much shorter. This list is lengthy, and assumes callers will barge-in when they hear the option they want.

The grammars and actions are nearly identical to the GetRoute state.

5.76.2 Special Features

Universal Actions are active in this state.

5.76.3 Entry and Exit States

Entry States	Exit States
GetRoute	GetBusStopHighConf ConfirmRouteExplicit PlayMenuOptions (For this agency)

5.76.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: RouteWhatAreMyChoices_init1a.wav Here’s a list of routes. When you hear the one you’d like, go ahead and say it. [List of available bus routes for AgencyName from backend]	Continue with rec in this state

5.76.5 Grammar: RouteWhatAreMyChoices

NL Slot	Values
<action>	list_all

<route>	<p>For Agency == AC Transit:</p> <p>72_north, 72_south, 72L_south, 72L_south, 73_north, 73_south</p> <p>For Agency == San Francisco MUNI Metro:</p> <p>j_church_in, j_church_out, k_ingleside_in, k_ingleside_out, l_taraval_in, l_taraval_out, m_oceanview_in, m_oceanview_out, n_judah_in, n_judah_out, shuttle_in, shuttle_outK</p> <p>For Agency == MUNI Buses</p> <p>22_fillmore_north, 22_fillmore_south</p> <p>For Agency == Emery-Go-Round</p> <p>christie_to_emeryville, christie_to_bart, n_hollis_to_emeryville, n_hollis_to_bart, hollis_amtrak_to_emeryville, hollis_amtrak_to_bart, powell_to_emeryville, powell_to_bart, saturday_cityloop_emeryville, saturday_cityloop_bart, saturday_shoppers_emeryville, saturday_shoppers_bart</p>
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Sample Expressions	Slots Filled
Could you repeat?	<action repeat>
It's Route 72 L Northbound	<route route 72L_north>
J Church Inbound, please	<route j_church_in>
Get me twenty two Fillmore Southbound	<route 22_fillmore_south>
Saturday City Loop to Emeryville	<route saturday_cityloop_emeryville>

5.76.6 Action

Slots	Condition	Action	Goto
<route>	rec confidence high	Pass AgencyName, and routeto the next state.	GetBusStopHighConf
<route>	rec confidence in mid-range	Pass AgencyName, and route to the next state.	ConfirmRouteExplicit
<action repeat>	--	--	RouteWhatAreMyChoices

5.76.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.

n=2-3	Concatenate: Universal Error Prompt for n=2. RouteWhatAreMyChoices_err2.wav Which route would you like? To hear the choices again, just say ‘repeat.’ [agency specific examples]. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. RouteWhatAreMyChoices_maxerr.wav Let’s just go back to the Agency Menu.	PlayMenuOptions (For this agency)

5.76.8 Help Behavior

Condition	Action	Goto
n=1	Concatenate: RouteWhatAreMyChoices_help.wav Okay, here’s some help. Here’s a list of routes. If you hear the one you’d like, go ahead and say it. You can also say ‘Main Menu’ at any time. [List of available bus routes for AgencyName from backend]	Continue with rec in this state.

5.77 ConfirmRouteExplicit

5.77.1 Description

This state is reached from the GetRoute or RouteWhatAreMyChoices state, in case the recognition confidence for the station name was in the mid range. This is an explicit confirmation state.

If the caller says “yes”, the system will go on to the GetBusStopLowConf state (to get the bus stop). If the caller says “no”, the system will return to the GetRoute state.

5.77.2 Special Features

Universal Actions are active in this state.

5.77.3 Entry and Exit States

Entry States	Exit States
GetRoute	GetBusStopLowConf GetRoute

5.77.4 Initial Behavior

Condition	Action	Goto
--	Get Route confirmation prompt from back-end Concatenate: ConfirmRouteExplicit_init.wav I heard [route] WasThatRight.wav Was that right?	Continue with rec in this state

5.77.5 Grammar: ConfirmRouteExplicit

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.77.6 Action

Slots	Condition	Action	Goto
< yes_no yes>	--	--	GetBusStopLowCo nf
<yes_no no>	--	--	GetRoute

5.77.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. IHeard.wav I heard: [route] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	GetRoute

5.77.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmRouteExplicit_help1.wav Okay, help. I heard: [route] ConfirmRouteExplicit_help2.wav If that's the right bus route, please say 'yes'; otherwise, say 'no'. To start over at any time, say 'Main Menu'.	Continue with rec in this state.

5.78 GetBusStopHighConf

5.78.1 Description

This state is reached from the GetRoute or RouteWhatAreMyChoices state when the caller says the name of a bus route and the recognition confidence is high. The caller will be asked for the name of the bus stop that the caller wants ‘next bus’ information for. The system also gives the caller the option to say “I don’t know”.

If the caller gives the name of a valid bus stop on the route chosen, the system moves to an explicit confirmation state for the route and bus stop.

If the caller says “I don’t know”, the system goes to the GetBusStopRegion state to offer the caller a list of possible regions for which the system can provide a list of bus stops.

5.78.2 Special Features

Universal Actions are active in this state.

Use N-Best and skiplists to keep track of bus stops a caller has negatively confirmed.

5.78.3 Entry and Exit States

Entry States	Exit States
GetRoute RouteWhatAreMyChoices	GetBusStopRegion ConfirmBothStopsExplicit

5.78.4 Initial Behavior

Condition	Action	Goto
--	Get grammars for bus stops for this AgencyName, OriginLocation, and DestinationLocation	
--	GetBusStopHighConf_init.wav Now, what’s the bus stop? If you’re not sure, say ‘I don’t know’ and I’ll help you narrow it down.	Continue with rec in this state

5.78.5 Grammar: GetBusStopHighConf [dynamic]

NL Slot	Values
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<bus_stop>	From a list. For example: For AgencyName ==AC Transit: 2ndStAtClaySt, ... For AgencyName ==San Francisco MUNI Metro ChurchAtDay, EmbarcaderoStation, BalboaPark_Terminal, ... For AgencyName ==MUNI Buses 18thAtConnecticut, FillmoreAtHaight, ... For AgencyName ==Emery-Go-Round MacArthurBARTStation, ChristieAt65th, ParkAtHarlan_Pixar, WatergateTowers, ...
<action>	dont_know

Sample Expressions	Slots Filled
Corner of eighteenth and Connecticut please	<bus_stop 18thAtConnecticut >
Um, Watergate Towers	<bus_stop WatergateTowers >
I have no idea	<action dont_know>

5.78.6 Action

Slots	Condition	Action	Goto
<action dont_know>	--	--	GetBusStopRegion
<bus_stop>	--	--	ConfirmBothStopsExplicit

5.78.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. GetBusStopHighConf_err2.wav If you know which bus stop you'd like, tell me the name now. If you're not sure, say "I don't know". <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.78.8 Help Behavior

Condition	Action	Goto
--	GetBusStopHighConf_Help.wav Here's some help. Remember, to start over at any time, say 'Main Menu'. Right now, you can get information on a specific bus stop by giving me the name of the stop, or if you're not sure, just say 'I don't know'.	Continue with rec in this state

5.79 GetBusStopLowConf

5.79.1 Description

This state is reached from the GetRoute or RouteWhatAreMyChoices state when the caller says the name of a bus route and the recognition confidence is in the mid range. The caller will be asked for the name of the bus stop that the caller wants ‘next bus’ information for. The system also gives the caller the option to say “I don’t know”.

If the caller gives the name of a valid bus stop on the route chosen and confidence is in the high range, the system moves to an implicit confirmation state for the route and bus stop.

If the caller gives the name of a valid bus stop on the route chosen, and confidence is in the mid range, the system moves to confirm just the ending point (since the route has already been explicitly confirmed and the end point now requires explicit confirmation).

If the caller says “I don’t know”, the system goes to the GetBusStopRegion state to offer the caller a list of possible regions for which the system can provide a list of bus stops.

5.79.2 Special Features

Universal Actions are active in this state.

5.79.3 Entry and Exit States

Entry States	Exit States
ConfirmRouteExplicit	GetBusStopRegion ConfirmBothStopsImplicit 5.22 ConfirmEndingPoint

5.79.4 Initial Behavior

Condition	Action	Goto
--	Get grammars for bus stops for this AgencyName, OriginLocation, and DestinationLocation	
Initial Entry	GetBusStopLowConf_init.wav Now, what’s the bus stop? If you don’t know the name, say “I don’t know” and I’ll help you narrow it down.	Continue with rec in this state
Re-entry	GetBusStopLowConf_reentry.wav Tell me the name of that bus stop again.	Continue with rec in this state

5.79.5 Grammar: GetBusStopLowConf

NL Slot	Values
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<bus_stop>	From a list. For example: For AgencyName ==AC Transit: 2ndStAtClaySt, ... For AgencyName ==San Francisco MUNI Metro ChurchAtDay, EmbarcaderoStation, BalboaPark_Terminal, ... For AgencyName ==MUNI Buses 18thAtConnecticut, FillmoreAtHaight, ... For AgencyName ==Emery-Go-Round MacArthurBARTStation, ChristieAt65th, ParkAtHarlan_Pixar, WatergateTowers, ...
<action>	dont_know

Sample Expressions	Slots Filled
Corner of eighteenth and Connecticut please	<bus_stop 18thAtConnecticut >
Um, Watergate Towers	<bus_stop WatergateTowers >
I have no idea	<action dont_know>

5.79.6 Action

Slots	Condition	Action	Goto
<action dont_know>	--	Pass AgencyName, OriginLocation, and DestinationLocation to the next state.	GetBusStopRegion
<bus_stop> filled	Rec confidence is high	Pass AgencyName, OriginLocation, DestinationLocation, and BusStop to next state.	ConfirmBothStopsImplicit
<bus_stop> filled	Rec confidence is in the mid range	Pass AgencyName, OriginLocation, DestinationLocation, and BusStop to next state.	ConfirmBusStop

5.79.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetBusStopLowConf_err2.wav Say the name of the stop, or if you're not sure, say 'I don't know'. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state

n=4 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu
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5.79.8 Help Behavior

Condition	Action	Goto
--	GetBusStopLowConf_help.wav Here's some help. Remember, to start over at any time, say 'Main Menu'. Right now, if you're interested in information on a specific bus stop, tell me the name of that stop now. If you're not sure, just say 'I don't know'.	Continue with rec in this state

5.80 GetBusStopRegion

5.80.1 Description

This state is reached from the GetBusStopHighConf or GetBusStopLowConf, after the caller indicates that they don't know the name of the bus stop. In this state, the caller is presented with a list of regions to choose from, and is asked to say which region he/she would like.

Once the caller gives the name of a region, the system will move to confirm the region.

5.80.2 Special Features

Universal Actions are active in this state.

5.80.3 Entry and Exit States

Entry States	Exit States
GetBusStopHighConf GetBusStopLowConf	ConfirmRegion

5.80.4 Initial Behavior

Condition	Action	Goto
First entry	Get list of segments (prompts and grammars) from back-end based on AgencyName and route Concatenate: GetBusStopRegion_init1.wav I'll list some segments of that route. Name one and I'll list some of the major bus stop times. [list of segments]	Continue with rec in this state
Re-entry	Concatenate: GetBusStopRegion_init1.wav Here are the segments for that bus route again. Say one and I'll list stops for that region. [list of segments]	Continue with rec in this state

5.80.5 Grammar: GetBusStopRegion

NL Slot	Values
<bus_stop_region>	From a list of segments returned by the backend. The lists of regions per bus route will be provided by PBFarradyne.

Sample Expressions	Slots Filled
What are my choices?	<action what_are_my_choices>
How about XXXXX .	<bus_stop_region XXXXX -value>

5.80.6 Action

Slots	Condition	Action	Goto
<bus_stop_region XXXXXX-value>	--	--	ConfirmRegion

5.80.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2-3	Concatenate: Universal Error Prompt for n=2. GetBusStopRegion_err2.wav Tell me the segment you want. To hear the available segments again, just say 'repeat'. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=4 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	PlayMenuOptions (For this agency)

5.80.8 Help Behavior

Condition	Action	Goto
--	Concatenate: GetBusStopRegion_help.wav Okay, here's some help. By the way, at any time you can say 'Main Menu'. Please choose one of the following segments, and I'll play some bus stop times for you. [play segments]	Continue with rec in this state.

5.81 ConfirmRegion

5.81.1 Description

This state is reached from the GetBusStopRegion state once the caller has said the region. This is an implicit confirmation state.

The caller has the option to say 'stop' or 'cancel', in which case the system will go back to the GetRoute state.

If the caller remains silent, the system will go on to the AnnounceBusTimes state (to announce the bus times).

5.81.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are not active in this state.

5.81.3 Entry and Exit States

Entry States	Exit States
GetBusStopRegion	GetRoute AnnounceBusTimes

5.81.4 Initial Behavior

Condition	Action	Goto
--	Get BusStopRegion confirmation prompt from back-end Concatenate: [Segment] ConfirmRegion_init.wav Okay, I'll list some of the bus stops from that segment, with arrival times. You can say 'repeat' or 'stop' at any time.	Continue with rec in this state

5.81.5 Grammar: ConfirmRegion

NL Slot	Values
<action>	stop, cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action stop>
Cancel	<action cancel>
Help	<action help>

Go back	< action go_back>
Main menu	< action main_menu>

5.81.6 Action

Slots	Condition	Action	Goto
< action cancel>	--	Canceled.wav Okay, canceled.	GetRoute
< action stop>	--	Stopped.wav Okay, stopped.	GetRoute
NSP	--	Set flag BusStopType = General	AnnounceBusTimes
< action help>	--	Play the help prompt	Continue with rec in this state
< action go_back>	--	--	GetRoute
< action main_menu>	--	--	5.2 MainMenu

5.81.7 Error Behavior

None.

5.81.8 Help Behavior

Condition	Action	Goto
--	ConfirmRegion_help.wav Here's some help. If that's the wrong segment or if you're done, say 'stop'. If it's the right one, just stay on the line and I'll get you information on the bus stops in that segment.	Continue with rec in this state.

5.82 ConfirmBothStopsExplicit

5.82.1 Description

This state is reached from the GetBusStopHighConf state, once the system has recognized the route with high confidence, and has recognized the bus stop. This is an explicit confirmation state.

If the caller says “yes”, the system will go on to the AnnounceBusTimes state. If the caller says “no”, the system will return to the GetRoute state.

5.82.2 Special Features

Universal Actions are active in this state.

5.82.3 Entry and Exit States

Entry States	Exit States
GetBusStopHighConf	GetRoute AnnounceBusTimes

5.82.4 Initial Behavior

Condition	Action	Goto
--	Get Route and bus stop confirmation prompts from back-end Concatenate: OkayColon.wav Okay: [route] And.wav and [bus stop]. WasThatRight.wav Was that right?	Continue with rec in this state

5.82.5 Grammar: ConfirmBothStopsExplicit

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.82.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	--	set BusStopType=Specific	AnnounceBusTimes

<yes_no no>	--	--	GetRoute
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5.82.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2;	Concatenate: Universal Error Prompt for n=2. ConfirmBothStopsExplicit_err2.wav I heard [route] [bus stop] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	GetRoute

5.82.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmBothStopsExplicit_help1.wav Okay, help. I need to make sure I got the route and bus stop right. I heard: [route] [bus_stop] ConfirmBothStopsExplicit_help2.wav If that's right, say 'yes'; otherwise, say 'no'. To start over, say 'Main Menu'.	Continue with rec in this state.

5.83 ConfirmBusStop

5.83.1 Description

This state is reached from the GetBusStopLowConf state, after the route has been explicitly confirmed and in case the recognition confidence for the Bus Stop name was in the mid range. This is an explicit confirmation state.

If the caller says “yes”, the system will go on to the AnnounceBusTimes state. If the caller says “no”, the system will return to the GetBusStopLowConf state.

5.83.2 Special Features

Universal Actions are active in this state.

5.83.3 Entry and Exit States

Entry States	Exit States
GetBusStopLowConf	GetBusStopLowConf AnnounceBusTimes GetRoute

5.83.4 Initial Behavior

Condition	Action	Goto
--	Get BusStop confirmation prompt from back-end Concatenate: OkayComma.wav Okay, [bus stop]. WasThatRight.wav Was that right?	Continue with rec in this state

5.83.5 Grammar: ConfirmBusStop

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.83.6 Action

Slots	Condition	Action	Goto
< yes_no yes>	--	set BusStopType = Specific	AnnounceBusTimes

<yes_no no>	--	--	GetBusStopLowConf
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5.83.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2;	Concatenate: Universal Error Prompt for n=2. ConfirmBusStop_err2.wav The bus stop I heard was: [bus stop] WasThatRight.wav Was that right? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's back up.	GetRoute

5.83.8 Help Behavior

Condition	Action	Goto
--	Concatenate: ConfirmBusStop_help1.wav Okay, help. By the way, you can always say 'Main Menu'. I'm trying to confirm the bus stop I heard, which was: [bus stop] ConfirmBusStop_help2.wav If that's right, say 'yes'. If not, say 'no'.	Continue with rec in this state.

5.84 ConfirmBothStopsImplicit

5.84.1 Description

This state is reached from the GetBusStopLowConf state, in case the route had been explicitly confirmed and the recognition confidence for the bus stop was high. This is an implicit confirmation state.

The caller has the option to say 'stop' or 'cancel', in which case the system will go back to GetRoute.

If the caller remains silent, the system will go on to the AnnounceBusTimes state (to announce the bus times).

5.84.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.84.3 Entry and Exit States

Entry States	Exit States
GetBusStopLowConf	GetRoute AnnounceBusTimes

5.84.4 Initial Behavior

Condition	Action	Goto
--	Get Route and BusStop confirmation prompts from back-end Concatenate: OkayComma.wav Okay, [route] And.wav and [bus stop].	Continue with rec in this state

5.84.5 Grammar: ConfirmBothStopsImplicit

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel>
Cancel	<action cancel>
Help	<action help>

Go back	<action go_back>
Main menu	<action main_menu>

5.84.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_TryAgain.wav Okay, canceled. Let's try that again...	GetBARTStation
NSP	--	set BusStopType = Specific	AnnounceBusTimes
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	GetBARTStation
<action main_menu>	--	--	5.2 MainMenu

5.84.7 Error Behavior

None.

5.84.8 Help Behavior

Condition	Action	Goto
--	ConfirmBothStopsImplicit_help.wav Here's some help. If I have the wrong route or bus stop, say 'cancel'. If it's the right one, just stay on the line and I'll get you information on the next bus.	Continue with rec in this state.

5.85 AnnounceBusTimes

5.85.1 Description

This state is reached after the caller has requested ‘next bus’ and has specified all the information necessary to choose a Bus Route and either a specific Bus Stop or a general Bus Stop Region. This state announces the time for the next bus at the /stop or the region of stops.

If the caller says “stop” or “cancel”, the system will play a message saying it’s going back, and will move back to PlayMenuOptions (for AgencyName).

If the caller says nothing, and the Survey flag is on, the system will move to the Survey subdialog.

If the caller says nothing, and the Survey flag is not on, the system will move on to the RequestForOperator state to see if the caller wants to transfer to an operator.

5.85.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.85.3 Entry and Exit States

Entry States	Exit States
ConfirmRegion ConfirmBothStopsExplicit ConfirmBusStop ConfirmBothStopsImplicit	PlayMenuOptions AskForParticipation RequestForOperator

5.85.4 Initial Behavior

Condition	Action	Goto
BusStopType == Specific, No predictions for the route requested	Concatenate: AnnounceBusTimes_Specific_NoPrediction_init.wav We have no current prediction available for that route. Let’s go back.	GetRoute

BusStopType == Specific, One prediction for the route requested	<p>Concatenate:</p> <p>AnnounceBusTimes_ImplicitMessage_init.wav You can say ‘stop’ or ‘repeat’ at any time.</p> <p>If there is only one prediction: AnnounceBusTimes_VehicleArr_init1.wav The next bus arrives at [time, such as 4:01 p.m.]</p> <p>If there are two predictions: AnnounceBusTimes_VehicleArr_init1.wav The next bus arrives at [time] FollowedByOne.wav followed by one at [time].</p> <p>If there are three predictions: AnnounceBusTimes_VehicleArr_init1.wav The next bus arrives at [time] FollowedByOne.wav followed by one at [time] AndAnother.wav and another one at: [time].</p>	Continue with rec in this state.
BusStopType == General, no predictions are available for the route requested	<p>AnnounceBusTimes_Specific_NoPrediction_init.wav We have no current prediction for that route. Let’s go back.</p>	GetRoute

BusStopType == General, one or more predictions are available for the route requested	Concatenate: AnnounceBusTimes_Train_ImplicitMessage_init.wav You can say ‘stop’ or ‘repeat’ at any time. Begin bus stop loop: For up to 10 bus stops in the region, announce only the first arrival per bus stop. Use same prompt, substituting the next bus stop in the list with its associated minutes for up to 10 bus stops total: For.wav For [bus stop] AnnounceBusTimes_VehicleArr_init1.wav The next bus arrives at [time]. End bus stop loop. AnnounceBusTimes_PredictionValidAsOf_init.wav Arrival times are valid as of [time]. Example: Prediction valid as of 3:10 PM AnnounceBusTimes_ThatsAll_init.wav That’s all I have right now.	Continue with rec in this state
---	--	------------------------------------

5.85.5 Grammar: AnnounceBusTimes

NL Slot	Values
<action>	stop, cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
stop	<action stop>
cancel	<action cancel>
repeat	<action repeat>
I’d like the agency menu	<action stop>
Different arrival times	<action stop>
Help	<action help>
Go back	<action go_back>
Main menu	<action main_menu>

5.85.6 Action

Slots	Condition	Action	Goto
<action stop>	--	StoppedBackToAgencyMenu.wav Okay, stopped. Back to the agency menu.	PlayMenuOptions
<action cancel>	--	CanceledBackToAgencyMenu.wav Okay, canceled. Back to the agency menu.	PlayMenuOptions
<action go_back>	--	--	PlayMenuOptions
<action help>	--	play help prompt	Continue with rec in this state
<action repeat>	--	Make backend queries and play initial prompts from the top of the state.	Continue with rec in this state.
<action main_menu>	--	--	MainMenu
NSP	Survey is on		AskForParticipation
NSP	Survey is off		RequestForOperator

5.85.7 Error Behavior

None.

5.85.8 Help Behavior

Condition	Action	Goto
--	AnnounceBusTimes_help.wav Okay, here's some help. I'm about to repeat the arrival times you requested with the latest update. If you're through listening to these times or you want different arrival information for this agency, say 'stop' and we'll go back to the agency menu. To start over, say 'Main Menu'. Make backend queries and play initial prompts from the top of the state.	Continue with rec in this state.

5.86 AnnounceTrainTimes

5.86.1 Description

This state is reached after the caller has requested ‘next train’ and has specified all the information necessary to choose a particular BART. This state announces the time for the next six trains at the station.

After the first six times are played, the user can say “more trains” to get another list.

If the caller says “stop” or “cancel”, the system will play a message saying it’s going back, and will move back to PlayMenuOptions (for BART).

If the caller says nothing, and the Survey flag is on, the system will move to the Survey subdialog.

If the caller says nothing, and the Survey flag is not on, the system will move on to the RequestForOperator state to see if the caller wants to transfer to an operator.

5.86.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.86.3 Entry and Exit States

Entry States	Exit States
ConfirmBARTStationImplicit ConfirmBARTStationExplicit	PlayMenuOptions AskForParticipation RequestForOperator

5.86.4 Initial Behavior

Condition	Action	Goto
There are no predictions available for the station requested.	AnnounceTrainTimes_NoPrediction_init.wav Sorry, but I can’t find any arrival time information right now. I’ll take you back a step.	GetBARTStation

Information is available	<p>Concatenate:</p> <p>AnnounceTrainTimes_ImplicitMessage_init.wav You can say ‘stop’ or ‘repeat’ at any time.</p> <p>Begin loop for train arrival times: [train name] WillArriveAt.wav will arrive at [time] End loop for train arrival times.</p> <p>Continue concatenation:</p> <p>AnnounceTrainTimes_PredictionValidAsOf_init.wav Arrival times are valid as of [time]. Example: Arrival times valid as of 3:10 PM</p> <p>If there are more times available: AnnounceTrain_More.wav To hear more train times, say ‘more trains’. Else if there are no more times available AnnounceTrainTimes_ThatsAll_init.wav That’s all I have right now.</p>	Continue with rec in this state.
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5.86.5 Grammar: AnnounceTrainTimes

NL Slot	Values
<action>	stop, cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
stop	<action stop>
repeat	<action repeat>
I’d like the agency menu	<action stop>
more trains	<action more>
cancel	<action cancel>
go back	<action go_back>
main menu	<action main_menu>
help	<action help>

5.86.6 Action

Slots	Condition	Action	Goto
<action stop>	--	StoppedBackToAgencyMenu.wav Okay, stopped. Going back to the agency menu.	PlayMenuOptions
<action cancel>	--	CanceledBackToAgencyMenu.wav Okay, canceled. Back to the agency menu.	PlayMenuOptions
<action go_back>	--	--	PlayMenuOptions
<action help>	--	play help prompt	Continue with rec in this state
<action repeat>	--	AnnounceBusTimes_Repeat_init.wav Sure, let me repeat the arrival times with the latest predictions. Make backend queries and play initial prompts from the top of the state.	Continue with rec in this state.
<action main_menu>	--	--	MainMenu
NSP	Survey is on		AskForParticipation
NSP	Survey is off		RequestForOperator
<action more>	--	--	AnnounceTrainTimes

5.86.7 Error Behavior

None.

5.86.8 Help Behavior

Condition	Action	Goto
--	AnnounceTrainTimes_help.wav Okay, help. If you're done listening to arrival times, say 'stop' and we'll go back to the agency menu. Or, if you want to go back to the top, say 'Main Menu'. I'll repeat the arrival times you requested with the latest update now. Make backend queries and play initial prompts from the top of the state.	Continue with rec in this state.

5.87 RequestForOperator

5.87.1 Description

This state is reached from the AnnounceBusTimes state if the caller said nothing while bus/train times were being announced, and if the survey was off. The caller is presented with the option to explicitly request a transfer to the agency operator, or will (implicitly) be brought back to the MainMenu if he/she says nothing.

5.87.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.87.3 Entry and Exit States

Entry States	Exit States
AnnounceBusTimes	MainMenu AnnounceBusTimes Transfer to Agency Operator

5.87.4 Initial Behavior

Condition	Action	Goto
--	Concatenate: RequestForOperator_init1a.wav If you'd like to be connected to the operator for [AgencyName – use Mid version] RequestForOperator_init1b.wav say 'operator'. To go back to the your choices, stay on the line. If you're done, just hang up.	Continue with rec in this state

5.87.5 Grammar: RequestForOperator

NL Slot	Values
<action>	operator, cancel, main_menu, help, go_back

Sample Expressions	Slots Filled
I'd like to talk to the operator, please.	<action operator>
Agency operator	<action operator>
AC Transit operator	<action operator>
Main Menu	<action main menu>

Cancel	<action cancel>
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5.87.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	Canceled_GoBack.wav Okay, canceled. Let's back up.	RideshareMain
<action go_back>	--	--	RideshareMain
<action help>	--	play help prompt	Continue with rec in this state
<action operator>		RequestForOperator_Transferring.wav Okay, I'll transfer you to the operator.	Transfer to Agency Operator (for AgencyName)
<action main menu>	--	--	PlayMenuOptions
NSP	--	--	PlayMenuOptions

5.87.7 Error Behavior

None.

5.87.8 Help Behavior

Condition	Action	Goto
--	RequestForOperator_help.wav All right. Here's some help. For the agency operator, say 'operator.' Or just stay on the line and I'll take you back to the Main Menu.	Continue with rec in this state.

5.88 AskForParticipation

5.88.1 Description

This state is reached after the caller has completed a major transaction, when the survey feature is on. The major transactions that have the possibility for a survey are:

- Successfully requesting a Traffic Incident
 - In the PostPlayTrafficIncidents Subdialog
 - With TrafficMode = TrafficIncidents
- Successfully requesting an Estimated Driving Time
 - In the PostPlayTrafficIncidents Subdialog
 - With TrafficMode = EstimatedDrivingTime
- After announcing bus times
 - In the Announce Bus Subdialog
- Successfully requesting a pre-recorded announcement from Transit
 - In the CreateAgencyMenu Subdialog

If the survey has been turned on at one of these points, the caller will be asked in this state if she/he wants to participate in the survey.

If the caller says “yes”, the system will move to the StartSurvey state. If the caller says “no”, the system will play a prompt telling the caller the system will go back to the Main Menu and letting the caller know to hang up if he/she is done.

5.88.2 Special Features

Universal Actions are active in this state.

5.88.3 Entry and Exit States

Entry States	Exit States
PlayIncident (for TrafficIncidents or EstimatedDrivingTime) PlayTTSIncident (for TrafficIncidents or EstimatedDrivingTime) AnnounceBusTimes PlayMenuOptions (For an agency) 5.50 PlayRecordedMessage 5.18 PostPlayTrafficIncidents	MainMenu

5.88.4 Initial Behavior

Condition	Action	Goto
The backend returns a prerecorded survey information message.	Concatenate: AskForParticipation_init1.wav To help us continue to improve our service, we'd like to ask you to participate in a survey. AskForParticipation_init2.wav Here's some information on that survey. [Prerecorded survey information message] AskForParticipation_init3.wav Would you like to participate?	Continue with rec in this state
The backend doesn't return a prerecorded survey information message.	Concatenate: AskForParticipation_init4.wav So that we can continue to improve our service, we're conducting a 511 caller survey. AskForParticipation_init3.wav Would you like to participate?	Continue with rec in this state

5.88.5 Grammar: AskForParticipation

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
yes	<yes_no yes>
nope	<yes_no no>

5.88.6 Action

Slots	Condition	Action	Goto
< yes_no yes>	--		StartSurvey
<yes_no no>	--	AskForParticipation_No.wav No problem. Let's go back... If you're finished, just hang up.	Return to previous state

5.88.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. AskForParticipation_err2.wav Just say 'yes' or 'no'. <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. GenericMainMenu_maxerr.wav Let's go back to the Main Menu.	MainMenu

5.88.8 Help Behavior

Condition	Action	Goto
--	AskForParticipation_help.wav Okay, help. If you'd like to participate in our survey, say 'yes'; if not, say 'no' and we'll go back to the Main Menu.	Continue with rec in this state.

5.89 StartSurvey

5.89.1 Description

This state is reached from AskForParticipation when the caller indicates they would like to participate in the survey. The system thanks the caller, indicates the number of questions the caller will be asked, and presents the caller with the option to say 'stop' to avoid beginning the survey.

If the caller says 'stop', the system returns to the MainMenu. If the caller says nothing (NSP), the system moves to the AskQuestion state to begin the survey.

5.89.2 Special Features

NSP should be set to 2 seconds, and client.HotWordMinSeconds=0.1

This state uses Hotword.

Universal Actions are NOT active in this state.

5.89.3 Entry and Exit States

Entry States	Exit States
AskForParticipation	MainMenu AskQuestion

5.89.4 Initial Behavior

Condition	Action	Goto
Backend returns 0 questions in survey (It is not expected that this condition will ever occur, since the Survey flag should only be turned on if there is at least one question available in the survey. This condition is included to make the flow of dialog reasonable in case the survey flag is turned on for some reason, and there are no questions.)	StartSurveyNoQuestions_init.wav Sorry, it looks like we don't have any questions at the moment. Let me take you back to the Main Menu.	MainMenu

Backend returns one or more questions in survey with the prompts and grammars for each question	<p>StartSurvey_init1.wav Thank you. We'll be asking you</p> <p>Choose the appropriate questions prompt: OneQuestionPeriod.wav one question. TwoQuestionsPeriod.wav two questions. ThreeQuestionsPeriod.wav three questions. FourQuestionsPeriod.wav four questions. FiveQuestionsPeriod.wav five questions. SixQuestionsPeriod.wav six questions. SevenQuestionsPeriod.wav seven questions. EightQuestionsPeriod.wav eight questions. NineQuestionsPeriod.wav nine questions. TenQuestionsPeriod.wav ten questions.</p> <p>For numbers higher than 10, concatenate: [number of questions] QuestionsPeriod.wav questions.</p> <p>StartSurvey_init2.wav If you don't want to continue, just say 'stop' now . Otherwise, let's begin.</p>	Continue with rec in this state
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5.89.5 Grammar: StartSurvey

NL Slot	Values
<action>	cancel, go_back, help, main_menu

Sample Expressions	Slots Filled
Stop!	<action cancel >
Cancel	<action cancel >

5.89.6 Action

Slots	Condition	Action	Goto
<action cancel>	--	StartSurvey_stopped.wav Okay, we'll skip the survey. Back to the Main Menu.	5.2 MainMenu
NSP	--	--	AskQuestion
<action help>	--	Play the help prompt	Continue with rec in this state
<action go_back>	--	--	5.2 MainMenu
<action main_menu>	--	--	5.2 MainMenu

5.89.7 Error Behavior

None.

5.89.8 Help Behavior

Condition	Action	Goto
--	StartSurvey_help.wav Here's some help. If you don't want to participate in this survey, say 'stop.' If you do, just stay on the line, and we'll begin.	Continue with rec in this state.

5.90 AskQuestion

5.90.1 Description

This state is reached from the from the StartSurvey state or looping back from the AskQuestion state for subsequent questions. The caller is asked a survey question from the backend and the response is recorded and recognized with a dynamic grammar associated with that survey question.

There are three types of survey questions:

- Yes/No questions
- Multiple Choice: 2-5 choices, each represented by a number from 1-5
- A scale (such as “very satisfied”, “not very satisfied”, ... etc.), with up to 5 values on the scale.

Potential types of questions:

1. How easy was this service to use?
Very easy
Somewhat easy
Not very easy
2. How useful was the information you received?
Very useful
Somewhat useful
Not very useful
3. How useful was the current traffic conditions information you received?
Very useful
Somewhat useful
Not very useful
4. Did you receive the estimated driving time for your destination?
Yes
No
5. Would you use this service again for traffic information?
Yes
No

5.90.2 Special Features

Although this is a regular recognition state, no error behavior will be used. Instead, the application will record the confidence score. Errors will be treated the same as if the <survey_response> slot was filled.

Universal Actions are active in this state.

5.90.3 Entry and Exit States

Entry States	Exit States
StartSurvey AskQuestion	AskQuestion EndSurvey

5.90.4 Initial Behavior

Condition	Action	Goto
This is the first survey question, and there are more than one survey questions in all.	Concatenate: AskQuestion_init1.wav Okay, first question: [Survey question prompt]	Continue with rec in this state
This is the first survey question, and there is only one question in the survey.	Concatenate: AskQuestion_init2.wav Okay: [Survey question prompt]	Continue with rec in this state
This is not the first survey question, and not the last survey question.	Concatenate: AskQuestion_init3.wav Next question: [Survey question prompt]	Continue with rec in this state
This is the last survey question, and there was more than one question in the survey in all.	Concatenate: AskQuestion_init4.wav And here's the last question: [Survey question prompt]	Continue with rec in this state

5.90.5 Grammar: AskQuestion (dynamic)

NL Slot	Values
<survey_response>	yes, no
<survey_response>	one, two, three, four, five (actual number of responses to multiple choice may range from 2 to 5, to be dynamically determined based on the question)
<survey_response>	Up to a 5 point scale with descriptor words for each scale degree, to be dynamically loaded based on the question. For instance: very_satisfied, satisfied, somewhat_satisfied, not_very_satisfied, very_unsatisfied

Sample Expressions	Slots Filled
stop	<action stop>
Um, no	<survey_response no>
I'd say three	<survey_response 3>
I'm somewhat satisfied	<survey_response somewhat_satisfied>

5.90.6 Action

Slots	Condition	Action	Goto
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<action stop>	--	AskQuestion_stopped.wav Okay, stopping the survey. Back to the Main Menu.	MainMenu
<action repeat>	--	play survey question prompt	Continue with rec in this state
<survey_response> is filled:	There are one or more survey questions left to go.	Send the survey response, along with the Recognition Confidence value for this response, to the backend Increment SurveyQuestionNumber counter	AskQuestion
<survey_response> is filled:	That was the last survey question	Send the survey response, along with the Recognition Confidence value for this response, to the backend Increment SurveyQuestionNumber counter	EndSurvey

5.90.7 Error Behavior

None.

5.90.8 Help Behavior

Condition	Action	Goto
--	AskQuestion_help.wav Here's some help. If you want to hear that survey question again, say 'repeat'. To end this survey, say 'stop' and we'll go back to the Main Menu. <slight pause> OK, let's go back to the survey. play survey question prompt	Continue with rec in this state.

5.91 EndSurvey (non-rec)

5.91.1 Description

This non-recognition state is reached from the AskQuestion state when a caller has completed the last question in the survey. A message is played thanking the caller for participating in the survey, and indicating that the system will return to the Main Menu, giving the caller the option to hang up if they're done.

5.91.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.91.3 Entry and Exit States

Entry States	Exit States
AskQuestion	MainMenu

5.91.4 Initial Behavior

Condition	Action	Goto
--	EndSurvey_init.wav That's it! Thanks! Your participation in this survey will help us serve you better. I'll take you back to the Main Menu now , or , if you're done, just hang up now.	MainMenu

5.91.5 Grammar:

None.

5.91.6 Action

None.

5.91.7 Error Behavior

None.

5.91.8 Help Behavior

None.

5.92 PlayFloodgateMessage (non-rec)

5.92.1 Description

This non-recognition state is reached from the following points in the application, in case a flag is set indicating that there is a floodgate message available. Floodgate messages are temporary, important announcements relative to the particular part of the dialog that has been reached.

The following portions of the dialog may have floodgate messages:

- Main Menu
- Public Transportation
- Estimated Driving Time
- Para Transit
- Each Airport Submenu (SFO, SJC, OAK)
- Public Transportation Agency Menus
- Before a transfer to either of the Rideshare agencies

If one or more floodgate messages are available at a selected point in the dialog, the number of messages and their prompt files will be retrieved from the dialog state that detected that the floodgate flag was set. That still will then move the system to this non-recognition state, passing in the floodgate message prompt files.

Once the floodgate messages have been played, the call is returned to the previous state and the dialog continues as it would have.

5.92.2 Special Features

This is a non-recognition state.

Universal Actions are not active in this state.

5.92.3 Entry and Exit States

Entry States	Exit States
MainMenu	MainMenu
PublicTransportationMenu	PublicTransportationMenu
5.19 GetStartingPoint	5.19 GetStartingPoint
GetParaTransitAgency	GetParaTransitAgency
AirportMenu (for SFO, SJC, or OAK)	AirportMenu (for SFO, SJC, or OAK)
PlayMenuOptions (for the selected Agency)	PlayMenuOptions (for the selected Agency)
RideshareSolanoTransfer	RideshareSolanoTransfer
RideshareTransfer	RideshareTransfer

5.92.4 Initial Behavior

Condition	Action	Goto
--	Play floodgate message(s) passed in.	Return to calling state and continue dialog from calling point.

5.92.5 Grammar:

None.

5.92.6 Action

None.

5.92.7 Error Behavior

None.

5.92.8 Help Behavior

None.

5.93 Goodbye

5.93.1 Description

This state is reached whenever the caller says “goodbye”. It checks the confidence level, and if it’s above the high confidence threshold, plays a goodbye message and hangs up. If it’s medium confidence, the caller is asked to explicitly confirm that they’d like to hang up..

5.93.2 Special Features

Universal Actions are active in this state.

5.93.3 Entry and Exit States

Entry States	Exit States
All states in which universals are active	Hang up Previous state

5.93.4 Initial Behavior

Condition	Action	Goto
Conf. threshold > MAX [80]	Goodbye.wav Thanks for calling 511. Goodbye.	Hangup
Conf. threshold > MIN [45] < MAX [80]	Goodbye_confirm.wav I thought I heard you say goodbye. Do you really want to exit the system?	Continue with rec in this state

5.93.5 Grammar: AskQuestion (dynamic)

NL Slot	Values
<yes_no>	yes, no

Sample Expressions	Slots Filled
no!	<yes_no no>
yes	<yes_no no>

5.93.6 Action

Slots	Condition	Action	Goto
<yes_no yes>	--	Goodbye_yes.wav Okay, thanks for calling 511. Goodbye.	Hangup
<yes_no no>	--	Goodbye_no.wav Oh, my mistake. Let’s go back.	Previous State

5.93.7 Error Behavior

Condition	Action	Goto
n=1	Play randomized error for n=1.	Continue with rec in this state.
n=2	Concatenate: Universal Error Prompt for n=2. Goodbye_err2.wav Do you really want to hang up? <3 second pause> Generic_Press0.wav You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	Continue with rec in this state
n=3 (max)	Concatenate: Universal Error Prompt for n=max. Generic_maxerr.wav Let's go back.	Previous State

5.93.8 Help Behavior

Condition	Action	Goto
--	Goodbye_help.wav Okay, help. I thought I heard you say goodbye. If you want to hang up, say 'yes'. If you don't want to hang up, say 'no'.	Continue with rec in this state.

6 Appendices

6.1 Grammar and Slot Definitions

Dialog State	Grammar	slots	slot values
MainMenu	MainMenu	action	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices, yes, none
Welcome	Welcome	action	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices, yes, none
WhatAreMyChoices	WhatAreMyChoices	action	traffic_menu, publictrans_menu, rideshare, bicycling, spare_the_air, airport, paratransit, transit_agencies, ac_transit, traffic, estimated_driving, what_are_my_choices
TrafficMenu	TrafficMenu	menu_option	traffic, est_driving_time, planned_hiway_constr, airport
GetLocation	GetLocation	highway bridge city hotspot action	[highways] [bridges] [cities] [hotspots] list
ConfirmLocation	ConfirmLocation	action	cancel, go_back, help, main_menu

PreIncidents	PreIncidents	action	stop, cancel, go_back, help, main_menu
PlayIncident	PlayIncident	action	stop, cancel, help, repeat, main_menu, go_back
PostPlayTrafficIncidents	PostPlayTrafficIncidents	action	repeat, incidents, estimated
RideshareMain	RideshareMain	menu_option	rideshare_napasola no_op, rideshare_op
RideshareSolanoTransfer	RideshareSolanoTransfer	action	cancel, go_back, help, main_menu
RideshareTransfer	RideshareTransfer	action	cancel, go_back, help, main_menu
ListLocations	ListLocationsTraffic	location_type	highway, city, bridge, hot_spot
ListLocations	ListLocationsEstimated	location_type	city, hot_spot
GetRegion	GetRegion	region	san_francisco, peninsula, east_bay, south_bay, north_bay
PlayLocationList	PlayLocationList	highway, bridge, hot_spot, city, action	a dynamic list based on category user chose (LocationType); 'stop' is always an action
EndOfListLocations	EndOfListLocations	highway, bridge, hot_spot, city	dynamic the same as PlayListLocations
GetMoreInformation	GetMoreInformation	more_info	dynamic
ConfirmMoreInfo	ConfirmMoreInfo	action	cancel, help, main_menu, go_back

6.2 Other Prompts

6.3 Prompt List

Canceled.wav	Okay, canceled.	15
UE_Error1_a.wav	Sorry?.....	15
UE_Error1_b.wav	What was that?.....	15
UE_Rej_2a.wav	I missed that.....	16

UE_Rej_2b.wav	I didn't catch that.	16
UE_Rej_Max.wav	I still didn't get that.	16
UE_DTMF.wav	That's not a touch-tone I recognize. Press 0 to hear a list of available touch-tone commands.	16
SystemError_HangUp.wav	Sorry, but the system is having some technical difficulties. Please try calling again later. Thank you. Goodbye.	16
SystemError_MainMenu.wav	Sorry, but the system seems to be having some problems. Let's go back to the Main Menu.	16
SystemError_General.wav	Sorry, but the system seems to be having some problems. Let's back up.	16
Welcome_init.wav	Welcome to 511, the Bay Area's source for traffic and transportation.	18
Welcome_init.wav	Welcome to 511, the Bay Area's source for traffic and transportation.	18
MainMenu_cancel.wav	Okay, canceled. [Landmark] Main Menu. What would you like to do?	18
MainMenu_action1a.wav	Okay, traffic.	18
MainMenu_action1b.wav	Sure, traffic.	18
MainMenu_action1c.wav	Okay, traffic information.	18
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	18
MainMenu_action2a.wav	Okay, public transportation.	19
MainMenu_action2b.wav	Sure, public transportation.	19
MainMenu_action2c.wav	Public transportation.	19
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	19
MainMenu_action3a.wav	Sure, carpooling and vanpooling.	19
MainMenu_action3b.wav	Carpooling and vanpooling.	19
MainMenu_action3c.wav	Okay, carpooling and vanpooling.	19
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	19
MainMenu_action4a.wav	Bicycling.	19
MainMenu_action4b.wav	Okay, bicycling.	19
MainMenu_action4c.wav	Sure, bicycling.	19
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	19
MainMenu_action5a.wav	Airports.	19
MainMenu_action5b.wav	Okay, airports.	19
MainMenu_action5c.wav	Sure, airports.	19
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	19
MainMenu_action6a.wav	Sure, ParaTransit.	20
MainMenu_action6b.wav	Okay, ParaTransit.	20
MainMenu_action6c.wav	ParaTransit.	20
MainMenu_tip.wav	By the way, to start over at any time, just say 'Main Menu.'	20
MainMenu_action7a.wav	Sure, transit agencies.	20

MainMenu_action7b.wav	Okay, transit agencies.	20
MainMenu_action7c.wav	Transit agencies.	20
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	20
MainMenu_action8a.wav	AC Transit.	20
MainMenu_action8b.wav	Sure, AC Transit.	20
MainMenu_action8c.wav	Okay, AC Transit.	20
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	20
MainMenu_action9a.wav	Traffic reports.	20
MainMenu_action9b.wav	Okay, traffic reports.	20
MainMenu_action9c.wav	Sure, traffic reports.	20
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	20
MainMenu_action10a.wav	Estimated driving time.	21
MainMenu_action10b.wav	Sure, estimated driving time.	21
MainMenu_action10c.wav	Okay, Estimated Driving Time.	21
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	21
MainMenu_actionyes.wav	Which would you like? To hear a complete list of what’s available, say ‘What are my choices?’	21
MainMenu_actionnone.wav	If you’d like to hear a complete list of what’s available, say ‘What are my choices?’	21
MainMenu_err1.wav	[COACHING note: downplay “Sorry”]Sorry, I didn’t catch that. You can ask me for information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	21
MainMenu_err2.wav	 To hear a complete list of what’s available, say ‘What are my choices?’ <3 second pause> You can press 0 at any time to hear a list of touch-tone commands. What would you like?	21
MainMenu_err2a.wav	To hear a complete list of what’s available, say ‘What are my choices?’ You can press 0 at any time to hear a list of touch-tone commands. What would you like?	21
MainMenu_err3a.wav	To hear a complete list of what’s available, say ‘What are my choices?’, or for more information, say ‘help’. You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	22
MainMenu_maxerr.wav	I’m afraid I’m having some difficulty with your request. Please try again later. Thanks, and goodbye.	22
MainMenu_help.wav	Okay, here’s some help for you. Here at the Main Menu, you can say things like ‘traffic information,’ ‘public transportation information,’ or ‘carpooling’. For a complete list of what’s available, say ‘What are my choices?’ Press 0 to get a list of touch-tone commands at any time during your call. And remember, you can say ‘help’ or ‘repeat’ at any time. What would you like?	22
MainMenu_init.wav	[Landmark] Main Menu. I can give you information on public transportation, traffic, bicycling, carpooling or vanpooling. <slight pause> Which would you like? <3 second pause> To hear a complete list of what’s available, say ‘What are my choices?’. You can also say ‘help’ at any time, or press 0 for touch-tone options. Now, what can I get you?	24

MainMenu_init1.wav	[Landmark] Main Menu. I can get you information on public transportation, traffic, bicycling, carpooling or vanpooling. <3 second pause> You can also say ‘What are my choices?’. If you’re finished, say ‘goodbye.’24
MainMenu_cancel.wav	Okay, canceled. [Landmark] Main Menu. Now, what would you like?24
MainMenu_action1a.wav	Okay, traffic.....24
MainMenu_action1b.wav	Sure, traffic.24
MainMenu_action1c.wav	Okay, traffic information.24
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’24
MainMenu_action2a.wav	Okay, public transportation.....25
MainMenu_action2b.wav	Sure, public transportation.25
MainMenu_action2c.wav	Public transportation.25
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’25
MainMenu_action3a.wav	Sure, carpooling and vanpooling.25
MainMenu_action3b.wav	Carpooling and vanpooling.....25
MainMenu_action3c.wav	Okay, carpooling and vanpooling.25
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’25
MainMenu_action4a.wav	Bicycling.....25
MainMenu_action4b.wav	Okay, bicycling.....25
MainMenu_action4c.wav	Sure, bicycling.25
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’25
MainMenu_action5a.wav	Airports.....25
MainMenu_action5b.wav	Okay, airports.25
MainMenu_action5c.wav	Sure, airports.....25
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’25
MainMenu_action6a.wav	Sure, ParaTransit.....26
MainMenu_action6b.wav	Okay, ParaTransit.26
MainMenu_action6c.wav	ParaTransit.....26
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’26
MainMenu_action7a.wav	Sure, transit agencies.26
MainMenu_action7b.wav	Okay, transit agencies.26
MainMenu_action7c.wav	Transit agencies.26
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’26
MainMenu_action8a.wav	AC Transit.26
MainMenu_action8b.wav	Sure, AC Transit.26
MainMenu_action8c.wav	Okay, AC Transit.....26
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’26
MainMenu_action9a.wav	Traffic reports.26

MainMenu_action9b.wav	Okay, traffic reports.....	26
MainMenu_action9c.wav	Sure, traffic reports.....	26
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	26
MainMenu_action10a.wav	Estimated driving time.....	27
MainMenu_action10b.wav	Sure, estimated driving time.....	27
MainMenu_action10c.wav	Okay, Estimated Driving Time.....	27
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	27
MainMenu_actionyes.wav	Which would you like? To hear a complete list of what’s available, say ‘What are my choices?’	27
MainMenu_actionnone.wav	If you’d like to hear a complete list of what’s available, say ‘What are my choices?’	27
MainMenu_err1.wav	[COACHING note: downplay “Sorry”]Sorry, I didn’t catch that. You can ask me for information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	27
MainMenu_err2.wav	<brief pause> To hear a complete list of what’s available, say ‘What are my choices?’ <3 second pause> You can press 0 at any time to hear a list of touch-tone commands. What would you like?	27
MainMenu_err2a.wav	To hear a complete list of what’s available, say ‘What are my choices?’ You can press 0 at any time to hear a list of touch-tone commands. What would you like?	27
MainMenu_err3a.wav	To hear a complete list of what’s available, say ‘What are my choices?’, or for more information, say ‘help’. You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	28
MainMenu_maxerr.wav	I’m afraid I’m having some difficulty with your request. Please try again later. Thanks, and goodbye.....	28
MainMenu_help.wav	Okay, here’s some help for you. Here at the Main Menu, you can say things like ‘traffic information’, ‘public transportation information’, or ‘carpooling’. For a complete list is what’s available, say ‘What are my choices?’. Press 0 to get a list of touch-tone commands at any time during your call. And remember, you can say ‘help’ or ‘repeat’ at any time. What would you like?	28
WhatAreMyChoices_init.wav	Here’s a list of everything you can do with the 511 system. If you hear what you’d like, feel free to interrupt me. You can ask for information on public transportation, traffic, bicycling, carpooling, or vanpooling. You can also ask for information on airports. If you want to hear about Spare the Air Day, say ‘Spare the air’. You can also go directly to any of the following: ParaTransit, Public Transit Agencies, Traffic Reports, Estimated Driving Time, or AC Transit. To hear these again, say ‘repeat’. Which would you like?	29
MainMenu_action1a.wav	Okay, traffic.....	30
MainMenu_action1b.wav	Sure, traffic.....	30
MainMenu_action1c.wav	Okay, traffic information.....	30
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	30
MainMenu_action2a.wav	Okay, public transportation.....	30
MainMenu_action2b.wav	Sure, public transportation.....	30

MainMenu_action2c.wav	Public transportation.....	30
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	30
MainMenu_action3a.wav	Sure, carpooling and vanpooling.....	31
MainMenu_action3b.wav	Carpooling and vanpooling.....	31
MainMenu_action3c.wav	Okay, carpooling and vanpooling.....	31
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	31
MainMenu_action4a.wav	Bicycling.....	31
MainMenu_action4b.wav	Okay, bicycling.....	31
MainMenu_action4c.wav	Sure, bicycling.....	31
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	31
MainMenu_action5a.wav	Airports.....	31
MainMenu_action5b.wav	Okay, airports.....	31
MainMenu_action5c.wav	Sure, airports.....	31
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	31
MainMenu_action6a.wav	Sure, ParaTransit.....	31
MainMenu_action6b.wav	Okay, ParaTransit.....	31
MainMenu_action6c.wav	ParaTransit.....	31
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	31
MainMenu_action7a.wav	Sure, transit agencies.....	32
MainMenu_action7b.wav	Okay, transit agencies.....	32
MainMenu_action7c.wav	Transit agencies.....	32
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	32
MainMenu_action8a.wav	AC Transit.....	32
MainMenu_action8b.wav	Sure, AC Transit.....	32
MainMenu_action8c.wav	Okay, AC Transit.....	32
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	32
MainMenu_action9a.wav	Traffic reports.....	32
MainMenu_action9b.wav	Okay, traffic reports.....	32
MainMenu_action9c.wav	Sure, traffic reports.....	32
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	32
MainMenu_action10a.wav	Estimated driving time.....	32
MainMenu_action10b.wav	Sure, estimated driving time.....	32
MainMenu_action10c.wav	Okay, Estimated Driving Time.....	32
MainMenu_tip.wav	By the way, to start over at any time, just say ‘Main Menu.’	32
WhatAreMyChoices_err1.wav	I’m afraid I didn’t catch that. You can get information on public transportation, traffic, bicycling, carpooling, or vanpooling. Which would you like?	33

WhatAreMyChoices_err2.wav	What would you like to do? To hear the choices again, say ‘repeat.’33
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....33
GenericMainMenu_maxerr.wav	Let’s go back to the Main Menu.33
WhatAreMyChoices_help.wav	Here’s some help. You can get information by saying ‘public transportation,’ ‘traffic,’ ‘bicycling,’ ‘carpooling,’ or ‘vanpooling.’ For a complete list of what’s available, say ‘repeat’33
SpareTheAir_init.wav	Spare the Air day...stay on the line while I transfer you to an operator <1 second pause> If you don’t want to be transferred, say ‘stop’ or press 1.34
Canceled.wav	Okay, canceled. 35
SpareTheAir_help.wav	Here’s some help. If you don’t want to connect to the Spare the Air operator, say ‘stop’ or press 1. Or stay on the line, and I’ll transfer you.35
PublicTransMenu_init.wav	I can give you information on public transportation agencies, transit incentives, airports, and ParaTransit. Which would you like?36
PublicTransMenu_err2.wav	You can choose public transit agencies, transit incentives, airports, or ParaTransit. Say ‘help’ or press 0 for more information.....37
GenericMainMenu_maxerr.wav	Let’s go back to the Main Menu.37
PublicTransMenu_help.wav	Sure, here’s some help. Remember, to start over, you can say ‘Main Menu’ at any time. Right now, you can ask for any of the following four choices: transit agencies (like AC Transit or BART), airports, transit incentives, or ParaTransit agencies. ParaTransit includes agencies serving disabled commuters. Transit incentives include pre-tax benefits. Which would you like?37
TrafficMenu_init.wav	You can ask for traffic reports, estimated driving time, planned highway construction, or airport information. Which would you like?.....38
TrafficMenu_err2.wav	You can choose traffic reports, estimated driving time, planned highway construction, or airports. Which would you like?39
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....39
GenericMainMenu_maxerr.wav	Let’s go back to the Main Menu.39
TrafficMenu_help.wav	Okay, here’s some help. By the way, to start over at any time, say ‘Main Menu’. Right now, you can ask for planned highway construction for CalTrans, airport information, traffic reports, or estimated driving time, which also includes traffic. [WATCH PROSODY].....39
GetLocation_init.wav	Now tell me the name of a highway, bridge, or city—or tell me the name of a ‘hot spot’, like the MacArthur Maze. <pause 3 seconds> For a complete list of what you can ask for, say ‘list everything’40
GetLocation_init1.wav	Say the name of a highway, bridge, or city—or tell me the name of a ‘hot spot’, such as Pac Bell park. You can always say ‘Main Menu’ to start over, or to hear a complete list of what’s available, say ‘list everything’40
GetLocation_err2.wav	Say the name of a city, bridge, highway, or hotspot you’d like traffic for. Say ‘help’ or press 0 for more information. What would you like?.....41
Generic_maxerr.wav	Let’s back up.41
GetLocation_help.wav	Okay, here’s some help. For a traffic report, tell me the location you want. You can tell me the name of a city, like Palo Alto; you can tell me the name of a

	bridge, like the Benicia Bridge; you can tell me the name of a highway, like 101; or, you can tell me the name of a hot spot, such as Pac Bell Park, or the Sunol Grade. For a list of all locations, just say 'list all'. You can also say 'Main Menu' to start over. Now, which location would you like?.....	42
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	44
ConfirmLocation_help.wav	Here's some help. I heard:	44
ConfirmLocation_help1.wav	If that's not right, say 'cancel'. If that's the one you want, stay on the line and I'll get you the traffic report.	44
GetMoreInformation_city.wav	Okay, and for which city?.....	45
GetMoreInformation_highway.wav	Okay, and what highway did you want?	45
GetMoreInformation_directionNS.wav	Did you want North or South?	45
GetMoreInformation_directionEW.wav	Did you want East or West?	45
GetMoreInformation_city_err2.wav	Which city would you like a report for?	46
GetMoreInformation_highway_err2.wav	Which highway would you like?	46
GetMoreInformation_directionNS_err2.wav	Is that for north, or south?	46
GetMoreInformation_directionEW_err2.wav	Is that for east, or west?.....	46
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	46
Generic_maxerr.wav	Let's back up.	46
GetMoreInformation_city_help.wav	Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Which city is this for?.....	46
GetMoreInformation_highway_help.wav	Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Which highway is this for?.....	46
GetMoreInformation_directionNS_help.wav	Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Is this for northbound, or southbound?.....	46
GetMoreInformation_directionEW_help.wav	Okay, here's some help. By the way, you can say 'Main Menu' at any time. I need to narrow down the location before I can get a report. Is this for eastbound, or westbound?	46
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	47
ConfirmMoreInfo_help.wav	Here's some help. I heard:	48
ConfirmMoreInfo_help1.wav	If that's not right, say 'cancel'. If that's the one you want, stay on the line and I'll get you the traffic report.	48
ListLocations_init_a.wav	Sure...I can give you a list of highways, cities, bridges, or hot spots. Which one would you like?.....	49
ListLocations_init_b.wav	Sure...I can give you a list of cities or hot spots. Which one would you like?..	49
ListLocations_init1a.wav	Okay. You can get a list of highways, cities, bridges, or hotspots. Which would you like? <2 second pause>To start over, say 'Main Menu'.	49

ListLocations_init1a.wav	Okay. You can get a list of cities or hotspots. To go back to the top, say 'Main Menu'. Which would you like? <2 second pause>To start over, say 'Main Menu'.....	49
ListLocations_err2a.wav	You can ask for a list of cities, highways, bridges, or hot spots. To go back a step, say 'back up'.....	50
ListLocations_err2b.wav	You can ask for a list of cities or hot spots. To go back a step, say 'back up'...	50
Generic_maxerr.wav	Let's back up.	50
ListLocations_help_a.wav	Okay, help. Say one of the following to get the choices: highways, cities, bridges, or hot spots. To go back a step, say 'back up.'. Which would you like?50	
ListLocations_help_b.wav	Okay, help. You can get a list of cities, or a list of hot spots. Hot spots include things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. To go back a step, say 'back up'. Which would you like?	50
GetRegion_init.wav	First I'll need to narrow down the list. Say one of the following regions: San Francisco, the Peninsula, East Bay, South Bay, or the North Bay.....	51
GetRegion_err2.wav	You can say San Francisco, East Bay, Peninsula, South Bay, or North Bay. <2 second pause> To go back a step , say 'back up.'	52
Generic_maxerr.wav	Let's back up.	52
GetRegion_help.wav	Sure, here's some help. You can always say 'Main Menu' to start over. Now, to narrow down the list of cities, I need to know which region you'd like. Please say one of the following: East Bay, San Francisco, the Peninsula, South Bay, or North Bay.	52
PlayLocationList_cities.wav	Here's your list of cities:.....	54
PlayLocationList_hotspots.wav	Here's your list of hot spots:.....	54
PlayLocationList_highways.wav	Here's your list of highways:.....	54
PlayLocationList_bridges.wav	Here's your list of bridges:	54
PlayLocationList_init.wav	You can interrupt me at any time by saying the one you want, or say 'stop'.	54
PlayLocationList_cities1.wav	Here's that list of cities again:	55
PlayLocationList_hotspots1.wav	Here's that list of hotspots again:.....	55
PlayLocationList_highways1.wav	Here's that list of highways again:.....	55
PlayLocationList_bridges.wav	Okay, here's your list of bridges:.....	55
PlayLocationList_init1.wav	You can interrupt me at any time by saying the one you want, or say 'stop'.	55
Stopped.wav	Okay, stopped.	56
PlayLocationList_err2.wav	If you know the location you want, tell me that location now. You can also say 'repeat' or 'stop'.	56
Generic_maxerr.wav	Let's back up.	56
PlayLocationList_help.wav	Okay, help. At any time, you can say the name of the location for your traffic report. By the way, you can say 'Main Menu' at any time to start over. Here's the list again:.....	57
EndOfListLocations_init.wav	Tell me which one you'd like, or say 'repeat' to hear that list again. To get another list, say 'go back'. You can also say 'Main Menu' to start over. What would you like?.....	58
EndOfListLocations_err2.wav	Tell me the location you'd like, or say 'repeat' to hear the list again.	59

Generic_maxerr.wav	Let's back up.	59
EndOfListLocations_help.wav	Okay, help. Just tell me the location for your traffic report. To hear that list again, say 'repeat.' You can also say 'Main Menu' to start over. Now, what would you like?.....	59
PreIncidents_1.wav	We have one incident.....	61
PreIncidents_2.wav	We have two incidents.....	61
PreIncidents_3.wav	We have three incidents.....	61
PreIncidents_4.wav	We have four incidents.....	61
PreIncidents_5.wav	We have five incidents.....	61
PreIncidents_6.wav	We have six incidents.....	61
PreIncidents_7.wav	We have seven incidents.....	61
PreIncidents_8.wav	We have eight incidents.....	61
PreIncidents_9.wav	We have nine incidents.....	61
PreIncidents_10.wav	We have ten incidents.....	61
PreIncidents_11.wav	We have eleven incidents.....	61
PreIncidents_12.wav	We have twelve incidents.....	61
PreIncidents_13.wav	We have thirteen incidents.....	61
PreIncidents_14.wav	We have fourteen incidents.....	61
PreIncidents_15.wav	We have fifteen incidents.....	61
PreIncidents_16.wav	We have sixteen incidents.....	61
PreIncidents_17.wav	We have seventeen incidents.....	61
PreIncidents_18.wav	We have eighteen incidents.....	61
PreIncidents_19.wav	We have nineteen incidents.....	61
PreIncidents_20.wav	We have twenty incidents.....	61
PreIncidents_MoreThan20.wav	We have more than twenty incidents.....	61
PreIncidents_init.wav	You can say 'stop' at any time.....	61
Stopped.wav	Okay, stopped.	61
Canceled_TryAgain.wav	Okay, canceled. Let's try this again.....	61
PreIncidents_help.wav	Here's some help. To go back a step, say 'back up'. To start over, say 'Main Menu'. For a traffic report, just stay on the line.	62
Stopped.wav	Okay, stopped.	65
Canceled.wav	Okay, canceled.	65
PlayIncident_thatsall.wav	That's all I have right now.....	65
PlayIncident_help.wav	Okay, help. I'm about to repeat the last incident for you. If you're through listening to traffic incidents, say 'stop'. Or, to start over, say 'Main Menu'.....	65
PostIncidents.wav	You can ask to repeat those incidents, ask for another traffic report, or ask for an estimated driving time. You can also go back to the Main Menu. What would you like to do? <2 sec pause> Just hang up if you're done.....	66

PostEstimatedDrivingTime.wav	You can ask to repeat those estimates, get an estimate for another route, or check incidents for a specific location. You can also go back to the Main Menu. What would you like to do? <2 sec pause> Just hang up if you're done.....	66
PostPlayTraffic_cancel.wav	Okay, canceled. Back to the Main Menu.....	67
PostPlayTraffic_err2.wav	You can say 'repeat' to hear those again, get a traffic report, or get an estimated driving time. What would you like?	67
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	67
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	67
PostPlayTraffic_help1.wav	Okay, help. Say 'repeat' to hear those incidents again, ask for a different traffic report or ask for an estimated driving time. To start over, say 'Main Menu'. What would you like to do?	67
PostPlayTraffic_help1.wav	Okay, help. Say 'repeat' to hear those estimates again , or you can ask for a traffic report or another estimated driving time. Say 'Main Main' to start over. What would you like?	68
GetStartingPoint_init.wav	First, let's get the starting point. Tell me the name of the city or hot spot, like the MacArthur Maze. To hear a list of everything you can say, say 'list everything'	69
GetStartingPoint_init1.wav	Tell me the name of that <i>starting</i> point. You can give me the name or a city or hot spot. To start over, say 'Main Menu'	69
GetStartingPoint_err2.wav	You can say a city or 'hot spot'. To hear a list of everything you can say, say 'list everything'. Say 'help' or press 0 for more info.....	70
Generic_maxerr.wav	Let's back up.	70
GetStartingPoint_help.wav	Okay, help. For a starting point on your route, you can choose a city, or a hot spot. Hot spots include things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. To hear a list of all of them, say 'list all'. Or if you'd like to start over, say 'Main Menu'. All right, what's your starting point?	71
WasThatRight.wav	Was that right?	72
Sorry_a.wav	OK, let's go back.72	
Sorry_b.wav	Let's try that again.	72
Sorry_c.wav	Let's do that again.....	72
IHeard.wav	I heard: 73	
WasThatRight.wav	Was that right?	73
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	73
Generic_maxerr.wav	Let's back up.	73
ConfirmStartingPoint_help.wav	Okay, help. I heard:	73
ConfirmStartingPoint_help1.wav	If I got that right, please say 'yes'; if not, say 'no'. To start over, say 'Main Menu'	73
GetEndPointLowConf_init.wav	Okay, now for the ending point. Tell me the name of the city or 'hot spot'	74
GetEndPointLowConf_init1.wav	Tell me the name of an ending point. <3 sec pause> An ending point can be a city or a 'hot spot'.	74

GetEndingPointLowConf_err2.wav	You can say a city, or ‘hot spot’ Say ‘help’ or press 0 for more info.	75
Generic_maxerr.wav	Let’s back up.	75
GetEndingPointLowConf_help.wav	Okay, here’s some help. You can say either the name of a city, or a hot spot, as your starting point. Examples of cities are things like Mountain View, Hayward, or Livermore. You can also tell me the name of a ‘hot spot’, which includes things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. Or if you’d like to go back to the top, say ‘Main Menu’. All right, what’s your ending point?	75
WasThatRight.wav	Was that right?	76
Sorry_a.wav	OK, let’s go back.	77
Sorry_b.wav	Let’s try that again.	77
Sorry_c.wav	Let’s do that again.....	77
ConfirmEndingPoint_err2.wav	Was that right?	77
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	77
Generic_maxerr.wav	Let’s back up.	77
ConfirmEndingPoint_help.wav	Okay, help. If that’s the right ending point, say ‘yes’. If it’s wrong, say ‘no’. To start over, say ‘Main Menu’.	77
StartingAt.wav	Your starting point is:	78
EndingAt.wav	Your ending point is:	78
Canceled_TryAgain.wav	Okay, canceled. Let’s try that again.....	79
ConfirmBothImplicit_help.wav	Here’s some help. If those locations are not what you want, say ‘stop’. If they’re the right ones, just stay on the line and I’ll get you the driving time.....	79
GetEndingPointHiConf_init.wav	Okay, now for the ending point. Tell me the name of a city or ‘hot spot’.	80
GetEndingPointHiConf_err2.wav	You can say a city or ‘hot spot’ Say ‘help’ or press 0 for more info.	81
Generic_maxerr.wav	Let’s back up.	81
GetEndingPointHiConf_help.wav	Okay, help. You can say either the name of a city, or a hot spot, as your starting point. Examples of cities include Sunnyvale, Concord, or Oakland. You can also tell me the name of a ‘hot spot’, which includes things like Pac Bell Park, the MacArthur Maze, and the Sunol Grade. Or if you’d like to start over, say ‘Main Menu’. All right, what’s your ending point?	81
StartingAt.wav	Your starting point is:	82
EndingAt.wav	Your ending point is:	82
WasThatRight.wav	Was that right?	82
Sorry_a.wav	OK, let’s go back.	83
Sorry_b.wav	Let’s try that again.	83
Sorry_c.wav	Let’s do that again.....	83
Add to skiplist, use N-Best		83
WasThatRight.wav	Was that right?	83
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	83

Generic_maxerr.wav	Let's back up.	83
ConfirmBothExplicit_help.wav	Okay, help. If that's the right starting and ending point, say 'yes'. If either of them is wrong, say 'no'. To start over, say 'Main Menu'	83
EstimatedError_sp1.wav	Sorry, I don't currently have information for:	86
EstimatedError_sp2.wav	I do however have an estimate starting in.....	86
EstimatedError_sp1.wav	Sorry, I don't currently have information for:	86
EstimatedError_ep2.wav	I do however have an estimate ending in.....	86
EstimatedError_sp1.wav	Sorry, I don't currently have information for:	86
to.wav to	86	
EstimatedError_ep2.wav	I do however have an estimate for	86
to.wav to	86	
TooMuchTraffic_init.wav	Due to current heavy traffic conditions, I'm unable to give you an accurate estimate at this time. I'll proceed with a traffic report for that route. If you'd like to start over, say 'Main Menu.'	87
Canceled.wav	Okay, canceled.	87
TooMuchTraffic_help.wav	Here's some help. Right now, traffic's too heavy for me to give you an accurate time estimate. To go back and try another route, say 'stop'. Or, just stay on the line, and I'll give you the traffic reports for that route.	88
EstimatedRouteInformation_init.wav	Right now, the estimated driving time for that route is	91
OneHourLo.wav	one hour.	91
TwoHoursLo.wav	two hours.	91
ThreeHoursLo.wav	three hours.	91
FourHoursLo.wav	four hours.....	91
FiveHoursLo.wav	five hours.	91
SixHoursLo.wav	six hours.....	91
SevenHoursLo.wav	seven hours.	91
EightHoursLo.wav	eight hours.	91
NineHoursLo.wav	nine hours.	91
TenHoursLo.wav	ten hours.	91
MoreThanTenHours.wav	more than 10 hours.	91
OneHourMid.wav	one hour,	91
TwoHoursMid.wav	two hours,	91
ThreeHoursMid.wav	three hours,	91
FourHoursMid.wav	four hours,.....	91
FiveHoursMid.wav	five hours,	91
SixHoursMid.wav	six hours,.....	91
SevenHoursMid.wav	seven hours,	91
EightHoursMid.wav	eight hours,	91

NineHoursMid.wav	nine hours,	91
TenHoursMid.wav	ten hours,	91
Canceled.wav	Okay, canceled.	92
EstimatedRouteInformation_help.wav	OK, here's some help. To hear that estimate again, say 'repeat'. To go back a step, say 'back up'. To start over, say 'Main Menu'. If you just stay on the line, I'll get that estimate for you.	92
MultipleRoutes_two.wav	There are 2 possible routes.	93
MultipleRoutes_willtakeabout.wav	will take about.....	93
MultipleRoutes_andtaking.wav	and taking	93
MultipleRoutes_willtakeabout.wav	will take about.....	93
MultipleRoutes_three.wav	There are 3 possible routes.	93
MultipleRoutes_willtakeabout.wav	will take about.....	93
MultipleRoutes_willtakeabout.wav	will take about.....	93
MultipleRoutes_andthirdroute.wav	and the third route,	93
MultipleRoutes_willtakeabout.wav	will take about.....	93
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.	94
MultipleRoutes_help.wav	Okay, here's some help. To back up, say 'stop'. To hear the estimate again, say 'repeat'. If you stay on the line, I'll give you the traffic for those routes.	94
PreambleMultipleRoutes_init.wav	Now I'll tell you the traffic incidents for these routes. Say 'next route' to skip to the next one, or say 'stop' if you're through listening	95
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.	96
PreambleMultipleRoutes.wav	Okay, here's some help. To go back, say 'stop'. If you stay on the line, I'll give you the traffic for those routes.	96
PreRouteIncidents.wav	For route	98
RouteOne.wav	one	98
RouteTwo.wav	two	98
RouteThree.wav	three	98
PreIncidents_1.wav	We have one incident.....	98
PreIncidents_2.wav	We have two incidents.....	98
PreIncidents_3.wav	We have three incidents.....	98
PreIncidents_4.wav	We have four incidents.	98
PreIncidents_5.wav	We have five incidents.....	98
PreIncidents_6.wav	We have six incidents.	98
PreIncidents_7.wav	We have seven incidents.....	98
PreIncidents_8.wav	We have eight incidents.....	98
PreIncidents_9.wav	We have nine incidents.....	98
PreIncidents_10.wav	We have ten incidents.....	98
PreIncidents_11.wav	We have eleven incidents.	98

PreIncidents_12.wav	We have twelve incidents.	98
PreIncidents_13.wav	We have thirteen incidents.	98
PreIncidents_14.wav	We have fourteen incidents.	98
PreIncidents_15.wav	We have fifteen incidents.	98
PreIncidents_16.wav	We have sixteen incidents.	98
PreIncidents_17.wav	We have seventeen incidents.	98
PreIncidents_18.wav	We have eighteen incidents.	98
PreIncidents_19.wav	We have nineteen incidents.	98
PreIncidents_20.wav	We have twenty incidents.	98
PreIncidents_MoreThan20.wav	We have more than twenty incidents.	98
PreIncidents_init.wav	Remember, you can always say ‘stop’ if you’re all through listening, or say ‘next route’ to hear the traffic report for the next one.	98
Canceled_TryAgain.wav	Okay, canceled. Let’s try that again.	99
Stopped.wav	Okay, stopped.	99
PreRouteIncidents_helps.wav	Okay, here’s some help. To go back, say ‘stop’. If you stay on the line, I’ll give you the traffic for those routes.	99
NextRoute.wav	Okay, next route.	101
LastRoute.wav	Okay, last route.	101
PlayIncident_thatsall.wav	That’s all I have right now.	102
Stopped.wav	Okay, stopped.	102
Canceled.wav	Okay, canceled.	102
PlayIncident_thatsall.wav	That’s all I have right now.	102
NextRoute.wav	Okay, next route.	102
LastRoute.wav	Okay, last route.	102
PlayIncident_help.wav	Okay, help. If you’re through listening to traffic incidents, say ‘stop’. To start over, say ‘Main Menu’. I’ll repeat the last incident now.	102
RefinePoint.wav	Would you like to get a more refined estimate?	103
Okay.wav	Okay.	104
Okay.wav	Okay.	104
RefinePoint_err2.wav	Do you want to get a more accurate driving estimate?	104
RefinePoint_maxerr.wav	Sorry I’m having trouble. I’ll just go ahead and play the incidents.	104
RefinePoint_maxerr.wav	Sorry I’m having trouble. I’ll just go ahead and play the incidents.	104
RefinePoint_help.wav	Okay, help. Because you chose a location that has more than one possible driving time estimate, I can give you another estimate with a more specific location. If you want to do that, say ‘yes’. If not, say ‘no’, and I’ll tell you about any traffic for that route. By the way, you can always say ‘Main Menu’.	104
RefineStartingPoint_init.wav	Okay, to refine your starting point, you can choose from any of the following:	105
RefineStartingPoint_init2.wav	Which one would you like?	105

FinishedRefining_Starting.wav	All right. By the way, in the future you can say that directly when asked for your starting location. Now I'll give you the updated estimate. 106
RefineStartingPoint_err2.wav	Say the name of the one you'd like:..... 106
RefinePoint_maxerr.wav	Sorry I'm having trouble. I'll just go ahead and play the incidents. 106
RefinePoint_maxerr.wav	Sorry I'm having trouble. I'll just go ahead and play the incidents. 106
RefineStartingPoint_help.wav	Okay, help. By the way, to go back to the top, just say 'Main Menu'. I can get you a more precise driving time estimate if you choose one of the points I've listed that are in your starting city. I'll play the list again: 106
RefineEndingPoint_init.wav	I can refine your ending location if you choose from any of the following:..... 107
RefineEndingPoint_init2.wav	Which one would you like? 107
RefineEndingPoint_init3.wav	I can also refine your ending location. Choose from one of the following:..... 107
RefineEndingPoint_init4.wav	Which one would you like? 107
FinishedRefining_One.wav	All right. By the way, in the future you can say that directly when asked for your ending location. Now I'll give you the updated estimate. 108
FinishedRefining_Both.wav	All right. By the way, in the future you can say either one of those when asked for your starting and ending locations. Now I'll give you the updated estimate. 108
RefineStartingPoint_err2.wav	Say the name of the one you'd like:..... 108
RefinePoint_maxerr.wav	I'll just go ahead and play the incidents..... 108
RefinePoint_maxerr.wav	Sorry I'm having trouble. I'll just go ahead and play the incidents. 108
RefineEndingPoint_help.wav	Okay, help. By the way, to go back to the top, just say 'Main Menu'. I can get you a more precise driving time estimate if you choose one of the points I've listed that are in your ending city. I'll play the list again:..... 109
GetTransitAgency_init.wav	Tell me the name of the transit agency, or, if you're not sure, say 'I don't know'. 110
GetTransitAgency_init1.wav	Tell me the name of the transit agency you'd like, or, if you're not sure, say 'I don't know' 110
ParaTransit.wav	Okay, ParaTransit... 111
GetTransitAgency_err2.wav	Say the name of a transit agency, or say 'I don't know' 111
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?..... 111
Generic_maxerr.wav	Let's back up. 111
GetTransitAgency_help.wav	Okay, here's some help. Say the name of a Bay Area public transportation agency, like AC_Transit, BART, or MUNI. If you're not sure, say 'I don't know' and I'll help you find out. You can always say 'Main Menu' to start over. What would you like? 111
GetStartingCity_init.wav	Okay...what city will be you be traveling from? <2.5 second pause> You can also say the name of a county. 112
GetStartingCity_init1.wav	Tell me the name of the starting city. <2.5 second pause> Or, you can also say the name of a county 112
GetStartingCity_err2.wav	Say the name of the city you're starting from. You can also say the county name. 113
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?..... 113

Generic_maxerr.wav	Let's back up.	113
GetStartingCity_help.wav	Okay, help. Say the name of the city you need information on public transportation for. You can also say the name of the county, such as Contra Costa. If you want to go back to the top, say 'Main Menu'.....	113
WasThatRight.wav	Was that right?.....	114
Sorry_a.wav	OK, let's go back.115	
Sorry_b.wav	Let's try that again.	115
Sorry_c.wav	Let's do that again.....	115
WasThatRight.wav	Was that right?.....	115
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	115
Generic_maxerr.wav	Let's back up.	115
ConfirmCityExplicit_help.wav	Okay, help. I heard:	115
ConfirmCityExplicit_help1.wav	If that's right, say 'yes'. If it's wrong, say 'no'. To start over, say 'Main Menu'.115	
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	116
ConfirmCity_help.wav	OK, help. If that's the wrong one, say 'stop'. If it's the right one, just stay on the line.	117
GetCityAgency_init.wav	We've got more than one agency there:	118
GetCityAgency_init1.wav	Say the name of the one you'd like, or, if you're not sure, say 'I don't know'.118	
GetCityAgency_init2.wav	We've got more than one agency in	118
GetCityAgency_init1.wav	Say the name of the one you'd like, or, if you're not sure, say 'I don't know'.118	
GetCityAgency_err2a.wav	Here's the list of agencies:.....	119
GetCityAgency_err2b.wav	Which one would you like?	119
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	119
Generic_maxerr.wav	Let's back up.	119
GetCityAgency_help.wav	Okay, here's some help. By the way, to start over, you can say 'Main Menu'. There's more than one agency in	119
GetCityAgency_help2.wav	I'll need to have you choose one. You can also say 'I don't know' if you're not sure which one. Here's the list:.....	119
GetCityAgency_help3.wav	To hear the list again, say 'repeat'	119
TransferAgencyMessage_init.wav	Okay, let's try this: the most common one is:.....	120
TransferAgencyMessage_init1.wav	I'll transfer you to that one now, unless you say 'stop' or press 1.....	120
Canceled_GoBack.wav	Okay, canceled. Let's back up.	121
TransferAgencyMessage_help1.wav	Here's some help. For that city, the most common agency is:.....	121
TransferAgencyMessage_help2.wav	If you don't want to be transferred, say 'stop'. If you stay on the line, I'll transfer you there now.	121
TransferOneAgency_init.wav	There's only one agency for that city:	122
TransferOneAgency_init1.wav	I'll take you there now, unless you say 'stop' or press 1.	122

Canceled_GoBack.wav	Okay, canceled. Let's back up.	123
TransferOneAgency_help.wav	Okay, help. If you don't want me to transfer you, say 'stop'. Or stay on the line and I'll take you there.	123
AllrightComma.wav	All right,.....	124
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.	124
ConfirmAgency_help.wav	Here's some help. If that's the wrong agency, say 'stop'. Or just stay on the line and I'll transfer you.....	125
TransferAgencyOperator_init.wav	I'll go ahead and transfer you to the operator now. If you don't want to be transferred, say 'stop' or press 1.	127
Canceled_MainMenu .wav	Okay, canceled. Say 'Main Menu' to start over, or stay on the line, and we'll back up.....	128
TransferAgency_Operator_help.wav	Here's some help. If you don't want to be transferred to	128
TransferAgency_Operator_help1.wav	say stop. If you stay on the line, I'll transfer you there now	128
PlayMenyOptions_err2.wav	Tell me your choice, or say 'repeat' to hear all the choices again.	130
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	130
Generic_maxerr.wav	Let's back up.	130
PlayMenuOptions_help.wav	Okay, help. If you want to start over, you can say 'Main Menu' at any time. Here's the list of choices again:	130
Canceled_GoBack.wav	Okay, canceled. Let's back up.	132
Canceled_GoBack.wav	Okay, canceled. Let's back up.	132
Transfer_help.wav	Here's some help. If you don't want to be transferred [PROSODY], say 'stop'. If you stay on the line, I'll go ahead and transfer you now.....	132
Canceled_GoBack.wav	Okay, canceled. Let's back up.	134
Canceled_GoBack.wav	Okay, canceled. Let's back up.	134
PlayRecordedMessage_help.wav	Okay, help. Tell me which of the choices you'd like, or say 'repeat' to hear all the choices again. To start over, say 'Main Menu'	134
PreIncidents_1.wav	We have one incident.....	135
PreIncidents_2.wav	We have two incidents.....	135
PreIncidents_3.wav	We have three incidents.....	135
PreIncidents_4.wav	We have four incidents.	135
PreIncidents_5.wav	We have five incidents.....	135
PreIncidents_6.wav	We have six incidents.	135
PreIncidents_7.wav	We have seven incidents.....	135
PreIncidents_8.wav	We have eight incidents.....	135
PreIncidents_9.wav	We have nine incidents.....	135
PreIncidents_10.wav	We have ten incidents.....	135
PreIncidents_11.wav	We have eleven incidents.	135
PreIncidents_12.wav	We have twelve incidents.	135

PreIncidents_13.wav	We have thirteen incidents.....	135
PreIncidents_14.wav	We have fourteen incidents.....	135
PreIncidents_15.wav	We have fifteen incidents.	135
PreIncidents_16.wav	We have sixteen incidents.....	135
PreIncidents_17.wav	We have seventeen incidents.	135
PreIncidents_18.wav	We have eighteen incidents.	135
PreIncidents_19.wav	We have nineteen incidents.	135
PreIncidents_20.wav	We have twenty incidents.	135
PreIncidents_MoreThan20.wav	We have more than twenty incidents.	135
PreIncidents_init.wav	You can always say 'stop' if you're finished listening.	135
Stopped.wav	Okay, stopped.	136
Canceled_GoBack.wav	Okay, canceled. Let's back up.	136
ServiceInterruptions_help.wav	Okay, help. . If you don't want to listen to these incidents, say 'stop.' If you stay on the line, I'll continue.	136
PlayTransitIncident_canceled.wav	Okay, stopped. Let's go back.....	138
Canceled.wav	Okay, canceled.	139
PlayTransitIncident_thatsall.wav	That's all I have right now. Let's go back... ..	139
PlayTransitIncident_help.wav	Okay, help. I'll repeat the last incident now. If you're through listening to transit incidents, say 'stop'. Or, to start over, say 'Main Menu'.....	139
GetParaTransitAgency_init.wav	Now tell me the name of the agency you want , or, if you're not sure, just give me the name of the city. <3 second pause> You can also say the name of the county.	140
GetParaTransitAgency_init1.wav	Which agency would you like? (rising intonation).....	140
GetParaTransitAgency_err2.wav	Say the name of a transit agency, or if you're not sure, say the name of the city or county instead.....	141
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	141
Generic_maxerr.wav	Let's back up.	141
GetTransitAgency_help.wav	Okay, help. Say the name of one of the Bay Area's ParaTransit agencies. If you don't know the name of the agency, say the name of the city you'd like information for instead. You can also say the county name. If you want to start over, say 'Main Menu'. What would you like?	141
IHeard.wav	I heard:	142
WasThatRight.wav	Was that right?.....	142
Sorry_a.wav	OK, let's go back.	143
Sorry_b.wav	Let's try that again.	143
Sorry_c.wav	Let's do that again.....	143
Add to skiplist, use N-Best		143
WasThatRight.wav	Was that right?.....	143

Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	143
Generic_maxerr.wav	Let's back up.	143
ConfirmParaTransitExplicit_help.wav	Okay, help. By the way, to start over, say 'Main Menu'. I heard	143
WasThatRight.wav	Was that right?.....	143
ConfirmParaTransitImplicit_TransferNow.wav	I'll go ahead and transfer you now, unless you say 'stop' or press 1.	144
ConfirmParaTransitImplicit_TheAgencyIs	The ParaTransit agency for	144
ConfirmParaTransitImplicit_TransferNow.wav	I'll go ahead and transfer you now, unless you say 'stop' or press 1.	144
Okay.wav	Okay,	144
ConfirmParaTransitImplicit_TheAgencyIs	The ParaTransit agency for	145
ConfirmParaTransitImplicit_TransferNow.wav	I'll go ahead and transfer you now, unless you say 'stop' or press 1.	145
ConfirmParaTransitImplicit_TheAgencyIs	The ParaTransit agency for	145
ConfirmParaTransitImplicit_TransferNow.wav	I'll go ahead and transfer you now, unless you say 'stop' or press 1.	145
ConfirmParaTransitImplicit_TheAgencyIs	The ParaTransit agency for	145
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	146
ConfirmBothImplicit_help.wav	Here's some help. If you don't want to be transferred, say 'stop' or press 1. To start over, say 'Main Menu'. Or just stay on the line and I'll transfer you.	146
PlayParaTransitMenuOptions_err2.wav	Tell me your choice , or say 'repeat' to hear them all again.	148
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	148
Generic_maxerr.wav	Let's back up.	148
PlayParaTransitMenuOptions_help.wav	Okay, help. By the way, to start over, say 'Main Menu'. I'll repeat the choices again, and when you hear the one you want, just say it:	148
RideshareMain_init.wav	We have two rideshare operators that provide information on carpooling, vanpooling, park and ride lots and much more. If you would like information specifically for Solano or Napa counties, say 'Solano' or 'Napa'; otherwise, say 'rideshare operator'.....	149
RideshareMain_ParkNRide.wav	Park N Ride information will be provided by the Rideshare operator.	150
RideshareMain_err2.wav	For information on Solano or Napa counties, say 'Solano' or 'Napa.' I can also transfer you to the Rideshare operator.	150
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	150
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	150
RideshareMain_Help.wav	Sure, here's some help. Remember, to start over, you can say 'Main Menu' at any time. Right now, you can get information on carpooling or vanpooling, or specifically for carpooling or vanpooling in Solano or Napa County. You can also ask for general information on Park N Ride. Which would you like?.....	151

RideshareSolanoTransfer_init.wav	Okay, stay on the line while I transfer you to the Rideshare operator for Napa and Solano Counties. If you don't want to be transferred, say 'stop' or press 1.	152
Canceled_GoBack.wav	Okay, canceled. Let's back up.	153
RideshareSolanoTransfer_help.wav	Here's some help. If you don't want to be transferred to the Napa and Solano Rideshare operator, say 'stop' or press 1, or, stay on the line and I'll transfer you.	153
RideshareTransfer_init.wav	Now, stay on the line while I transfer you to the Rideshare operator, or say 'stop' or press 1 if you don't want this transfer.	154
Canceled_GoBack.wav	Okay, canceled. Let's back up.	155
RideshareTransfer_help.wav	Here's some help. If you don't want to connect to the Rideshare operator, say 'stop' or press 1, or stay on the line, and I'll transfer you.	155
PretaxMain_init.wav	Commuter Incentives are programs which provide monetary rewards for <i>not driving alone</i> . I can transfer you to an operator if you'd like to know more. To get information about Commuter Incentives, including the Commuter Tax Benefit program, say 'Commuter Incentives'. If you want information specifically for Solano or Napa counties, please say 'Solano' or 'Napa'. To start over, just say 'Main Menu'.	156
PretaxMain_TransferringSolano.wav	Okay, please stay on the line while I transfer you to the rideshare operator for Napa and Solano county. If you'd rather not be transferred, say 'cancel'.	157
PretaxMain_Transferring.wav	Okay, please stay on the line while I transfer you to the rideshare operator, If you'd rather not be transferred, say 'cancel'.	157
PretaxMain_err2.wav	Say 'commuter incentives' to be transferred to the operator. If you want info for Solano or Napa county, say 'Napa' or 'Solano'. Or say 'Main Menu' to start over.	157
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	157
Generic_maxerr.wav	Let's back up.	157
PretaxMain_help.wav	Okay, help. To start over, say 'Main Menu.' If you'd like to find out more about what commuter incentives are, say 'commuter incentives' and I'll transfer you to an operator. If you're in Solano or Napa county and want info, say 'Solano' or 'Napa'.	157
TransferToPlannedHighwayConstruction_init.wav	Okay, I'll transfer you. If you don't want to transfer, just say 'cancel' or press 1.	158
Canceled_GoBack.wav	Okay, canceled. Let's go back.	159
TransferToPlannedHighwayConstruction_help.wav	Here's some help. If you don't want to transfer to CalTrans, say 'stop.' If you just stay on the line, I'll transfer you.	159
BicyclingMain_init.wav	For Napa or Solano counties, just say 'Napa' or 'Solano'. For other counties, just say 'bike operator'.	160
BicyclingMain_init1.wav	To get bicycling information in most regions, say 'bike operator'. If you want information specifically for Solano or Napa counties, please say 'Solano' or 'Napa'. By the way, if you want to start over, say 'Main Menu'.	160
BicyclingMain_err2.wav	You can say 'Napa County' or 'Solano County' or, for other regions, you can say 'bike operator.' Which would you like?	161
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	161

BicyclingMain_maxerr.wav	Sorry I'm having trouble. Let's go back to the Main Menu.	161
BicyclingMain_help.wav	Sure, here's some help. Remember, to start over, you can ask for 'Main Menu'. You can ask for Napa or Solano County, or for other regions, say 'bike operator'. Which would you like?	161
BicyclingSolanoTransfer_init.wav	Okay, stay on the line while I transfer you to the bicycling operator for Napa and Solano County. Say 'stop' or press 1 if you don't want to connect.....	162
Canceled_GoBack.wav	Okay, canceled. Let's back up.	163
BicyclingSolanoTransfer_help.wav	Here's some help. If you don't want the Napa and Solano County Bicycling operator, say 'stop', Or, just stay on the line, and I'll transfer you.....	163
BicyclingTransfer_init.wav	Okay, stay on the line while I transfer you to the bicycling operator. If you don't want this transfer, say 'stop' or press 1.	164
Canceled_GoBack.wav	Okay, canceled. Let's back up.	165
BicyclingTransfer_help.wav	Here's some help. If you don't want to connect to the bicycling operator, say 'stop', If you just stay on the line, I'll transfer you.....	165
GetAirport_init.wav	You can ask for information on San Francisco, San Jose, Sacramento, or Oakland International airport . Which would you like?.....	166
Canceled.wav	Okay, canceled.	167
TransferToSacramento.wav	Okay, I'll transfer you to the operator for the Sacramento airport now. If you don't want to be transferred, say 'stop' or press 1.	167
GetAirport_err2.wav	You can choose San Francisco, Sacramento, San Jose, or Oakland. You can also start over at any time by saying Main Menu.	167
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	167
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	167
GetAirport_help.wav	OK, here's some help. Remember, to start over at any time, say 'Main Menu', Right now, you can get information on one of the following airports: San Francisco International, San Jose International, Sacramento International, or Oakland International. Which would you like?	167
AirportMenu_init.wav	Now, I can give you information on traffic incidents, parking, or ground transportation. Which would you like?	168
AirportMenu_init1.wav	I can give you information on traffic incidents, parking, or ground transportation. Which would you like?	168
AirportMenu_err2.wav	You can choose traffic incidents, parking, or ground transportation. You can also go back to the top at any time by saying 'Main Menu'.	169
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	169
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	169
AirportMenu_help.wav	Sure, here's some help. Remember, to start over at any time, just say 'Main Menu.' Right now, you can ask for one of the following types of airport information: traffic incidents, parking, or ground transportation. Which would you like?	170
AirportMessage_groundtrans_init.wav	Okay. To interrupt the following message on ground transportation at the airport, just say 'stop'.	171

AirportMessage_parking_init2.wav	Here's that message again. Remember, you can interrupt at any time by saying 'stop'.....	171
Stopped_AirportMessage.wav	Okay, stopped. Let's go back to the Airport Menu. You can always say 'Main Menu' to start over.....	172
AirportMessage_parking_help.wav	Here's some help. You can interrupt this airport parking message at any time by saying 'stop.' To hear it again, stay on the line.	172
AirportMessage_groundtrans_help.wav	Here's some help. If you don't want to hear this airport parking message, say 'stop.' To hear it again, stay on the line.	173
PostAirportMessage_init.wav	To hear that again, say 'repeat.' Now, I can get you more airport information, or take you back to the Main Menu. If you're all finished, you can just hang up.....	174
Canceled_BackToMainMenu.wav	Okay, back to the Main Menu.	175
PostAirportMessage_err2.wav	You can repeat the previous message, get additional airport information, or go back to the Main Menu. Which would you like?.....	175
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	175
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	175
PostAirportMessage_help.wav	Sure, here's some help. Remember, to start over at any time, say 'Main Menu.' Right now, you can ask for a repeat of the previous airport message, or more airport information. Which would you like?.....	175
AirportTransfer_init.wav	Okay, stay on the line while I transfer you to the Airport Rideshare operator. Say 'stop' (or press 1) if you don't want this transfer.....	176
Canceled_GoBack.wav	Okay, canceled. Let's back up.	177
AirportTransfer_help.wav	Here's some help. If you don't want to connect to the Airport Rideshare operator, say 'stop' If you just stay on the line, I'll transfer you.	177
AirportTrafficIncidents_init.wav	Sure. Traffic incidents.....	178
GetBARTStation_init.wav	Okay, for which station?.....	179
GetBARTStation_reentry.wav	<i>What's</i> the full name of the station?	179
GetBARTStation_err2.wav	What's the <i>full</i> name of that BART station? For example, BayFair. Or, Sixteenth Street and Mission. <3 second pause> Or, press 0 to hear a list of all the stations.	180
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	180
GetBARTStation_help.wav	Here's some help. To find that information you requested, I need to know which BART station you want. Give me the <i>full</i> name of the station. For example, Bay Fair. Or, Sixteenth Street and Mission.	180
OkayComma.wav	Okay,	181
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	182
ConfirmBARTStationImplicit_help1.wav	Here's some help. I heard:.....	182
ConfirmBARTStationImplicit_help2.wav	If that's wrong, say 'stop'. Or, if it's correct, just stay on the line and I'll get you information on the next train.	182
ConfirmBARTStationExplicit_init1.wav	I heard	183
WasThatRight.wav	Was that right?.....	183

Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	183
ConfirmBARTStationExplicit_err2.wav	I heard:	184
WasThatRight.wav	Was that right?.....	184
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	184
Generic_maxerr.wav	Let's back up.	184
ConfirmBARTStationExplicit_help1.wav	Okay, help. I think you wanted:.....	184
ConfirmBARTStationExplicit_help2.wav	If that's right, say 'yes'. If not, say 'no'. To start over at any time, say 'Main Menu'	184
GetRoute_init.wav	Okay, which route would you like? To hear all available routes say 'list all'. ..	185
GetRoute_init1.wav	Okay, <i>what's</i> the route?	185
GetRoute_init2.wav	Okay, which route would you like? Remember you can say 'list all'	185
GetRoute_err2.wav	Please say the full name of the bus route you want information for, such as ...	187
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	187
Generic_maxerr.wav	Let's back up.	187
GetRoute_help.wav	Okay, here's some help. Tell me the name of the bus route you want. For a list of available routes, say 'list all'.	187
RouteWhatAreMyChoices_init1a.wav	Here's a list of routes. When you hear the one you'd like, go ahead and say it.....	188
RouteWhatAreMyChoices_err2.wav	Which route would you like? To hear the choices again, just say 'repeat'. ..	190
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	190
RouteWhatAreMyChoices_maxerr.wav	Let's just go back to the Agency Menu.	190
RouteWhatAreMyChoices_help.wav	Okay, here's some help. Here's a list of routes. If you hear the one you'd like, go ahead and say it. You can also say 'Main Menu' at any time.....	190
ConfirmRouteExplicit_init.wav	I heard	191
WasThatRight.wav	Was that right?.....	191
IHeard.wav	I heard: 192	
WasThatRight.wav	Was that right?.....	192
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	192
Generic_maxerr.wav	Let's back up.	192
ConfirmRouteExplicit_help1.wav	Okay, help. I heard:	192
ConfirmRouteExplicit_help2.wav	If that's the right bus route, please say 'yes'; otherwise, say 'no'. To start over at any time, say 'Main Menu'	192
GetBusStopHighConf_init.wav	Now, what's the bus stop? If you're not sure, say 'I don't know' and I'll help you narrow it down.	193

GetBusStopHighConf_err2.wav	If you know which bus stop you'd like, tell me the name now. If you're not sure, say "I don't know".	194
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	194
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	194
GetBusStopHighConf_Help.wav	Here's some help. Remember, to start over at any time, say 'Main Menu'. Right now, you can get information on a specific bus stop by giving me the name of the stop, or if you're not sure, just say 'I don't know'.	195
GetBusStopLowConf_init.wav	Now, what's the bus stop? If you don't know the name, say "I don't know" and I'll help you narrow it down.	196
GetBusStopLowConf_reentry.wav	Tell me the name of that bus stop again.	196
GetBusStopLowConf_err2.wav	Say the name of the stop, or if you're not sure, say 'I don't know'.	197
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	197
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	198
GetBusStopLowConf_help.wav	Here's some help. Remember, to start over at any time, say 'Main Menu'. Right now, if you're interested in information on a specific bus stop, tell me the name of that stop now. If you're not sure, just say 'I don't know'.	198
GetBusStopRegion_init1.wav	I'll list some segments of that route. Name one and I'll list some of the major bus stop times.	199
GetBusStopRegion_init1.wav	Here are the segments for that bus route again. Say one and I'll list stops for that region.	199
GetBusStopRegion_err2.wav	Tell me the segment you want. To hear the available segments again, just say 'repeat'.	200
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	200
Generic_maxerr.wav	Let's back up.	200
GetBusStopRegion_help.wav	Okay, here's some help. By the way, at any time you can say 'Main Menu'. Please choose one of the following segments, and I'll play some bus stop times for you.	200
ConfirmRegion_init.wav	Okay, I'll list some of the bus stops from that segment, with arrival times. You can say 'repeat' or 'stop' at any time.	201
Canceled.wav	Okay, canceled.	202
Stopped.wav	Okay, stopped.	202
ConfirmRegion_help.wav	Here's some help. If that's the wrong segment or if you're done, say 'stop'. If it's the right one, just stay on the line and I'll get you information on the bus stops in that segment.	202
OkayColon.wav	Okay:	203
And.wav	and	203
WasThatRight.wav	Was that right?	203
ConfirmBothStopsExplicit_err2.wav	I heard.	204
WasThatRight.wav	Was that right?	204

Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	204
Generic_maxerr.wav	Let's back up.	204
ConfirmBothStopsExplicit_help1.wav	Okay, help. I need to make sure I got the route and bus stop right. I heard:	204
ConfirmBothStopsExplicit_help2.wav	If that's right, say 'yes'; otherwise, say 'no'. To start over, say 'Main Menu'	204
OkayComma.wav	Okay,	205
WasThatRight.wav	Was that right?.....	205
ConfirmBusStop_err2.wav	The bus stop I heard was:	206
WasThatRight.wav	Was that right?.....	206
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?.....	206
Generic_maxerr.wav	Let's back up.	206
ConfirmBusStop_help1.wav	Okay, help. By the way, you can always say 'Main Menu'. I'm trying to confirm the bus stop I heard, which was:.....	206
ConfirmBusStop_help2.wav	If that's right, say 'yes'. If not, say 'no'.	206
OkayComma.wav	Okay,	207
And.wav and	207	
Canceled_TryAgain.wav	Okay, canceled. Let's try that again.....	208
ConfirmBothStopsImplicit_help.wav	Here's some help. If I have the wrong route or bus stop, say 'cancel'. If it's the right one, just stay on the line and I'll get you information on the next bus.	208
AnnounceBusTimes_Specific_NoPrediction_init.wav	We have no current prediction available for that route. Let's go back.	209
AnnounceBusTimes_ImplicitMessage_init.wav	You can say 'stop' or 'repeat' at any time.	210
AnnounceBusTimes_VehicleArr_init1.wav	The next bus arrives at.....	210
AnnounceBusTimes_VehicleArr_init1.wav	The next bus arrives at.....	210
FollowedByOne.wav	followed by one at	210
AnnounceBusTimes_VehicleArr_init1.wav	The next bus arrives at.....	210
FollowedByOne.wav	followed by one at	210
AndAnother.wav	and another one at:.....	210
AnnounceBusTimes_Specific_NoPrediction_init.wav	We have no current prediction for that route. Let's go back.	210
AnnounceBusTimes_Train_ImplicitMessage_init.wav	You can say 'stop' or 'repeat' at any time.	211
For.wav For	211	
AnnounceBusTimes_VehicleArr_init1.wav	The next bus arrives at.....	211
AnnounceBusTimes_PredictionValidAsOf_init.wav	Arrival times are valid as of.....	211
AnnounceBusTimes_ThatsAll_init.wav	That's all I have right now.....	211
StoppedBackToAgencyMenu.wav	Okay, stopped. Back to the agency menu.	212
CanceledBackToAgencyMenu.wav	Okay, canceled. Back to the agency menu.....	212

AnnounceBusTimes_help.wav	Okay, here's some help. I'm about to repeat the arrival times you requested with the latest update. If you're through listening to these times or you want different arrival information for this agency, say 'stop' and we'll go back to the agency menu. To start over, say 'Main Menu'.	212
AnnounceTrainTimes_NoPrediction_init.wav	Sorry, but I can't find any arrival time information right now. I'll take you back a step.	213
AnnounceTrainTimes_ImplicitMessage_init.wav	You can say 'stop' or 'repeat' at any time.	214
WillArriveAt.wav	will arrive at.	214
AnnounceTrainTimes_PredictionValidAsOf_init.wav	Arrival times are valid as of	214
AnnounceTrain_More.wav	To hear more train times, say 'more trains'.	214
AnnounceTrainTimes_ThatsAll_init.wav	That's all I have right now.	214
StoppedBackToAgencyMenu.wav	Okay, stopped. Going back to the agency menu.	215
CanceledBackToAgencyMenu.wav	Okay, canceled. Back to the agency menu.	215
AnnounceBusTimes_Repeat_init.wav	Sure, let me repeat the arrival times with the latest predictions.	215
AnnounceTrainTimes_help.wav	Okay, help. If you're done listening to arrival times, say 'stop' and we'll go back to the agency menu. Or, if you want to go back to the top, say 'Main Menu'. I'll repeat the arrival times you requested with the latest update now.	215
RequestForOperator_init1a.wav	If you'd like to be connected to the operator for.	216
RequestForOperator_init1b.wav	say 'operator'. To go back to the your choices, stay on the line. If you're done, just hang up.	216
Canceled_GoBack.wav	Okay, canceled. Let's back up.	217
RequestForOperator_Transferring.wav	Okay, I'll transfer you to the operator.	217
RequestForOperator_help.wav	All right. Here's some help. For the agency operator, say 'operator.' Or just stay on the line and I'll take you back to the Main Menu.	217
AskForParticipation_init1.wav	To help us continue to improve our service, we'd like to ask you to participate in a survey.	219
AskForParticipation_init2.wav	Here's some information on that survey.	219
AskForParticipation_init3.wav	Would you like to participate?	219
AskForParticipation_init4.wav	So that we can continue to improve our service, we're conducting a 511 caller survey.	219
AskForParticipation_init3.wav	Would you like to participate?	219
AskForParticipation_No.wav	No problem. Let's go back... If you're finished, just hang up.	219
AskForParticipation_err2.wav	Just say 'yes' or 'no'.	220
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	220
GenericMainMenu_maxerr.wav	Let's go back to the Main Menu.	220
AskForParticipation_help.wav	Okay, help. If you'd like to participate in our survey, say 'yes'; if not, say 'no' and we'll go back to the Main Menu.	220
StartSurveyNoQuestions_init.wav	Sorry, it looks like we don't have any questions at the moment. Let me take you back to the Main Menu.	221
StartSurvey_init1.wav	Thank you. We'll be asking you	222

OneQuestionPeriod.wav	one question.	222
TwoQuestionsPeriod.wav	two questions.	222
ThreeQuestionsPeriod.wav	three questions.	222
FourQuestionsPeriod.wav	four questions.	222
FiveQuestionsPeriod.wav	five questions.	222
SixQuestionsPeriod.wav	six questions.	222
SevenQuestionsPeriod.wav	seven questions.	222
EightQuestionsPeriod.wav	eight questions.	222
NineQuestionsPeriod.wav	nine questions.	222
TenQuestionsPeriod.wav	ten questions.	222
QuestionsPeriod.wav	questions.	222
StartSurvey_init2.wav	If you don't want to continue, just say 'stop' now . Otherwise, let's begin.	222
StartSurvey_stopped.wav	Okay, we'll skip the survey. Back to the Main Menu.	222
StartSurvey_help.wav	Here's some help. If you don't want to participate in this survey, say 'stop.' If you do, just stay on the line, and we'll begin.	223
AskQuestion_init1.wav	Okay, first question:	225
AskQuestion_init2.wav	Okay:	225
AskQuestion_init3.wav	Next question:	225
AskQuestion_init4.wav	And here's the last question:	225
AskQuestion_stopped.wav	Okay, stopping the survey. Back to the Main Menu.	226
AskQuestion_help.wav	Here's some help. If you want to hear that survey question again, say 'repeat'. To end this survey, say 'stop' and we'll go back to the Main Menu. <slight pause> OK, let's go back to the survey.	226
EndSurvey_init.wav	That's it! Thanks! Your participation in this survey will help us serve you better. I'll take you back to the Main Menu now , or , if you're done, just hang up now.	227
Goodbye.wav	Thanks for calling 511. Goodbye.	230
Goodbye_confirm.wav	I thought I heard you say goodbye. Do you really want to exit the system? ...	230
Goodbye_yes.wav	Okay, thanks for calling 511. Goodbye.	230
Goodbye_no.wav	Oh, my mistake. Let's go back.	230
Goodbye_err2.wav	Do you really want to hang up?	231
Generic_Press0.wav	You can also press 0 at any time to hear a list of touch-tone commands. What would you like?	231
Generic_maxerr.wav	Let's go back.	231
Goodbye_help.wav	Okay, help. I thought I heard you say goodbye. If you want to hang up, say 'yes'. If you don't want to hang up, say 'no'	231

6.4 Notes to the Implementer (optional)

6.5 Glossary

Hot spot – refers to common traffic locations such as Pac Bell Park, Hospital Curve, the Sunol Grade, McArthur Maze, etc.

VWS – Voice Web Server

TTS – Text To Speech

DTMF – Dual Tone Multi Frequency (touch-tones)

API – Application Program Interface

GSL – Grammar Specification Language



DTMF Specification

511 – Traffic Application

Prepared for PB Farradyne

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Version 1.3

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511—DTMF Mapping

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1 Document Overview

1.1 Revision History

This document is produced and controlled by Nuance Communications. All requests to make changes to this document should be directed to the authors so that changes are made by the authors through Nuance Communication's version control procedures.

Current Revision	Last Updated	Author	Notes
1.0	02/13/2002	Cathy Pearl, Nuance Communications	First version
1.1	04/04/2002	Cathy Pearl	Revisions based on changes to regular callflows / dialog spec
1.2	04/15/02	Cathy Pearl	Removed all 'exit' references
1.3	06/18/02	Cathy Pearl	Revisions based on final Quintus document

1.2 Document Summary

This document outlines the DTMF behavior for every state in the 511 traffic application. For every feature obtainable via speech, a corresponding feature is available via DTMF. In a few cases, the dialog changes to accommodate the limitations of DTMF. For example, when getting traffic incidents in the speech system, a caller can say the name of a highway, city, bridge, or hotspot. For DTMF, the caller must first select which of those they would like to ask for, and then select the individual item.

1.3 Universals

The DTMF system will have the same universals that are available in the speech system. A universal command is available in every recognition state, and are as follows:

0 – Help

- Repeat

* - Main Menu

** - Cancel

By pressing 0, the caller will hear a list of all of the available DTMF commands for that state.

By pressing #, the caller will hear the last prompt played again.

By pressing *, the caller will return to the application's Main Menu.

By pressing **, the caller will cancel the current behavior.

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2 DTMF Mapping Tables

For each state in the Dialog Spec there is a table showing the mapping between all of the available speech commands and their equivalent DTMF keys .

2.1 Welcome

If there is a floodgate message, no DTMF is active (and no speech is active).

If there is not a floodgate message:

1	Public Transportation Menu
2	Traffic Menu
3	Bicycling
4	Carpooling/Vanpooling
5	Airport
6	SpareTheAir
7	ParaTransit
8	Public Transportation Agencies
9	Traffic Report
10	Estimated Driving Time
11	AC Transit
99	Transfer to old DTMF system (during pilot only)

2.2 MainMenu

1	Public Transportation Menu
2	Traffic Menu
3	Bicycling
4	Carpooling/Vanpooling
5	Airport
6	SpareTheAir
7	ParaTransit
8	Public Transportation Agencies
9	Traffic Report
10	Estimated Driving Time
11	AC Transit
99	Transfer to old DTMF system (during pilot only)

2.3 WhatAreMyChoices

1	Public Transportation Menu
2	Traffic Menu
3	Bicycling
4	Carpooling/Vanpooling
5	Airport
6	SpareTheAir
7	ParaTransit
8	Public Transportation Agencies
9	Traffic Report

10	Estimated Driving Time
11	AC Transit
99	Transfer to old DTMF system (during pilot only)

2.4 SpareTheAir (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.5 PublicTransportationMenu

1	Transit agencies
2	Transit incentives
3	Airports
4	ParaTransit

2.6 Traffic Menu

1	Traffic Report
2	Estimated Driving Time
3	Planned Highway Construction
4	Airports

2.7 GetLocation

1	Highways
2	Bridges
3	Cities
4	Hot Spots
XX	Highway by number, such as 85 or 101

2.8 GetDTMFHighway*

1	List all highways
XX	Highway by number, such as 85 or 101

2.9 GetDTMFBridge*

1	Bay Bridge
2	San Mateo Bridge
3	Dumbarton Bridge
4	Golden Gate Bridge
5	Richmond-San Rafael Bridge
6	Carquinez Bridge
7	Benicia Bridge
8	Antioch Bridge

2.10 GetDTMFRegion*

1	East Bay
2	South Bay
3	San Francisco

4	Peninsula
5	North Bay

2.11 GetDTMFCity*

XX	Each city will be mapped to a number (lists only cities for region chosen)
----	---

2.12 GetDTMFHotSpot*

XX	Each hot spot will be mapped to a number
----	--

2.13 ConfirmLocation (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.14 GetMoreInformation

This state is dynamic: could be asking for a highway, city, or direction. It will be the same as one of the following states described above: GetDTMFHighway or GetDTMFRegion, For direction, the first will be 1, the second 2 (e.g., North = 1, South = 2)

2.15 ConfirmMoreInfo (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.16 ListLocations, GetRegion, PlayLocationList, EndOfListLocations

Not needed, because the individual DTMF states mirror this functionality.

2.17 PreIncidents/PlayIncident

1	Cancel/Stop
2-9	Also map to cancel/stop

2.18 PostPlayTrafficIncidents

1	Repeat
2	Traffic Incidents
3	Estimated Driving Time
4	Main Menu

2.19 GetStartingPoint

1	City
2	Hot Spot

⋮

2.20 ConfirmStartingPoint/ConfirmEndingPoint/ConfirmBothExplicit (Explicit Confirm)

1	no
2	yes

2.21 GetEndingPointHiConf

1	City
2	Hot Spot

2.22 GetEndingPointLowConf

1	City
2	Hot Spot

2.23 ConfirmBothImplicit

1	Cancel/Stop
2-9	Also map to cancel/stop

2.24 TooMuchTraffic

1	Cancel/Stop
2-9	Also map to cancel/stop

2.25 MultipleRoutes/PreambleMultipleRoutes/PreRouteIncidents/EstimatedRouteInformation

1	Cancel/Stop
2-9	Also map to cancel/stop

2.26 PlayRouteIncident

1	Stop
2	Next
3	Go back

2.27 GetTransitAgency

1	"I don't know"
XX	Each agency will be numbered

2.28 GetStartingCity

Will use GetDTMFRegion/GetDTMFCity

2.29 RefinePoint/ConfirmCityExplicit (Explicit Confirm)

1	no
2	yes

⋮

2.30 RefineStartingPoint/RefineEndingPoint

XX	Each starting point will be mapped to a number
----	--

2.31 ConfirmCity/TransferOneAgency/ConfirmAgency/TransferAgencyMessage/ConfirmCity/ConfirmAgency (ImplicitConfirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.32 GetCityAgency

1	"I don't know"
XX	Each agency will be numbered

2.33 TransferAgencyOperator/Transfer/PlayRecordedMessage (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.34 PlayMenuOptions

This menu will be dynamic. Each item will be numbered in the order it is presented to the user.

2.35 ServiceInterruptions/PlayTransitIncident

1	Cancel/Stop
2-9	Also map to cancel/stop

2.36 GetParaTransitAgency

1	"I don't know"
XX	Each agency will be numbered

2.37 ConfirmParaTransitExplicit (Explicit Confirm)

1	no
2	yes

2.38 ConfirmParaTransitImplicit/Transfer (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.39 PlayParaTransitMenuOptions

This menu will be dynamic. Each item will be numbered in the order it is presented to the user.

2.40 RideshareMain

1	Solano/Napa
2	All others

2.41 **RideshareSolanoTransfer/RideshareTransfer (Implicit Confirm)**

1	Cancel/Stop
2-9	Also map to cancel/stop

2.42 **PretaxMain**

1	no
2	yes

2.43 **TransferToPlannedHighwayConstruction (Implicit Confirm)**

1	Cancel/Stop
2-9	Also map to cancel/stop

2.44 **BicyclingMain**

1	Solano/Napa
2	All others

2.45 **BicyclingSolanoTransfer/BicyclingTransfer (Implicit Confirm)**

1	Cancel/Stop
2-9	Also map to cancel/stop

2.46 **GetAirport**

1	SFO
2	San Jose
3	Sacramento
4	Oakland

2.47 **AirportMenu**

1	Traffic
2	Parking
3	Ground transportation

2.48 **AirportMessage/AirportTransfer (Implicit Confirm)**

1	Cancel/Stop
2-9	Also map to cancel/stop

2.49 **PostAirportMessage**

1	Repeat
2	More information
3	Main Menu

2.50 **GetBARTStation**

XX	BART stations will be numbered
----	--------------------------------

⋮

2.51 ConfirmBARTStationExplicit (Explicit Confirm)

1	no
2	yes

2.52 ConfirmBARTStationImplicit (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.53 GetRoute/RouteWhatAreMyChoices

XX	Routes will be numbered
----	-------------------------

2.54 ConfirmRouteExplicit/ConfirmEndingPoint/ConfirmBothStopsExplicit/ConfirmBusStop

1	no
2	yes

2.55 ConfirmBothStopsImplicit

1	Cancel/Stop
2-9	Also map to cancel/stop

2.56 GetBusStopLowConf/GetBusStopHighConf

If the number of bus stops is less than 20, list them with numbers. If more than 20, press “1” for “I don’t know”

2.57 GetBusStopRegion

Regions will be numbered.

2.58 ConfirmRegion (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.59 AnnounceBusTimes/AnnounceTrainTimes (Implicit Confirm)

1	Cancel/Stop
2-9	Also map to cancel/stop

2.60 RequestForOperator

1	Operator
---	----------

2.61 AskForParticipation/Goodbye

1	no
2	yes

.....

2.62 StartSurvey

Just universals will be active

2.63 AskQuestion

Reponses will be mapped to numbers in order

2.64 Floodgate

No DTMF required.